

WORDS CAN BE WALLS
OR WINDOWS -

O *Observation:*
OBJECTIVE DESCRIPTION

≠ **INTERPRETATION, LABEL**

F *Feeling:*
WONDERFUL / MISERABLE

≠ **THOUGHT**

N *Need:*
UNIVERSAL REQUIREMENT

≠ **STRATEGY**

R *Request / Strategy:*

ATTEMPT TO CONNECT
(Empathic, clear)

REQUEST FOR ACTION
(Concrete suggestion:
Who? What? When?)

≠ **DEMAND**

