

I-Statement

O – Observation

F – Feelings

N – Needs

R – Request

Observation:

When I **observe** _____ (a specific action that has occurred. free of interpretation), for example, “When my co-worker is late each and every day.”

Experience:

I experience **feelings** of _____ (identify the feelings, for example and in general - sad, mad, glad, scarred)

And I experience _____ (thoughts, judgments, evaluations, labels, plans, strategies or retaliation etc.)

Because I _____ (**need**, want, desire, value)

Expression:

Request

Would you consider _____ (a specific action request or, an acknowledgement of appreciation).