



### Recipe to do for me and others

- (1) observations: Actions that contributed to situation
- (2) Needs: that were fulfilled or not
- (3) Feelings: Being triggered due to needs satisfied/dissatisfied
- (4) Request: for actions

Emphasize with myself  
So I can emphasize  
with others

I am responsible only  
for my feeling.  
Don't make others  
responsible of mine  
as I am not of theirs

### OBJECTIVE:

A relationship based on honesty and empathy

There is value straightening our feelings  
and needs vocabulary  $\Rightarrow$  We can better  
communicate then

Critical/Angry  
Thoughts



Difficult to  
establish a  
healthy internal  
environment

Focusing on  
my/the other's  
needs and  
wants



Instead of asking  
what went  
wrong?

Defuses anger



Emphasise = listen to needs and  
feelings

Stimulus  $\neq$  Cause

ANGER



RECIPE

- ① STOP & Breathe
- ② Identify judgemental thoughts
- ③ Connect with your needs
- ④ Express your feelings  
and unmet needs



Stay aware of violent thoughts that

arise in our minds, without judging them

☞ The other won't hear our pain if they believe they are the cause

Make Requests (not demands)

↓  
Highlight is a request when they don't agree By:

↳ Emphasize and understand what prevents them from saying yes

↓  
The person:

- criticizes
- judges
- goes on guilt trip

↓  
causes submission or Rebellion on the listener

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Ask for a Reflection

Could you tell me what you just heard me say?

↳ I am grateful for you telling me what you heard. I can see now I didn't make myself as clear as I wanted. Let me try again...

After expressing my vulnerability

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- ↳ Ask how the other feels
  - ↳ Ask if they are willing to act

### To a group

- ↳ Be clear about the type of response and honesty I want back
- ↳ If the conversation is unproductive and off point:
  - ↳ Can you tell me, when you brought the topic, what response did you want from us?

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○ If we are able to speak our pain nakedly without blame, people in distress are able to hear our pain

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Empathy is

Respectful understanding of what others are experiencing.

It calls to empty our minds to listen for

- ① Observations
- ② Needs
- ③ Feelings
- ④ Requests

Empathize with me first

- ① Stop and breathe
  - ② Scream non violently
  - ③ Take time out
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