

## 1. Observe

➤ **Theory:**

This step emphasises the importance of objective observation before jumping to conclusions. Observing facts and behaviors without judgement helps ensure that feedback is based on reality rather than assumptions.

➤ **Example:**

Imagine a scenario where a team member has missed several project deadlines. Instead of saying, "You're always late with your work", you can objectively observe and say, "I've noticed that you have missed some recent project deadlines. Can we discuss this to ensure we're on track for the next project? I am here to help."

**Next, write a few lines of a scenario you can use Step 1 for.**

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## 2. "I feel"

➤ **Theory:**

Expressing your feelings in a non-confrontational way promotes open communication. It helps the recipient understand the emotional impact of their actions.

➤ **Example:**

If you feel frustrated by a team member's constant interruptions during meetings, you can say, "I feel frustrated when I'm interrupted repeatedly during our meetings."

**Next, write a few lines of a scenario you can use Step 2 for.**

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## 3. “Because”

▶ **Theory:**

This step involves sharing your beliefs, thoughts, or opinions about the situation. It helps clarify your perspective and provides context for your feelings.

▶ **Example:**

If you believe that teamwork is essential for project success and there's been a lack of collaboration, you can express it as, *"Effective teamwork is crucial because it helps us all to to achieve our project goals. Let's discuss how we can make this happen."*

**Next, write a few lines of a scenario you can use Step 3 for.**

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## 4. “I need”

▶ **Theory:**

Expressing your needs sets clear expectations for the desired behaviour or outcome. It helps the recipient understand what changes are necessary.

▶ **Example:**

If you need more detailed progress reports from a team member, you can say *"I need you to provide more detailed progress reports so that I can track project developments effectively."*

**Next, write a few lines of a scenario you can use Step 4 for.**

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