

Five-Finger Communication

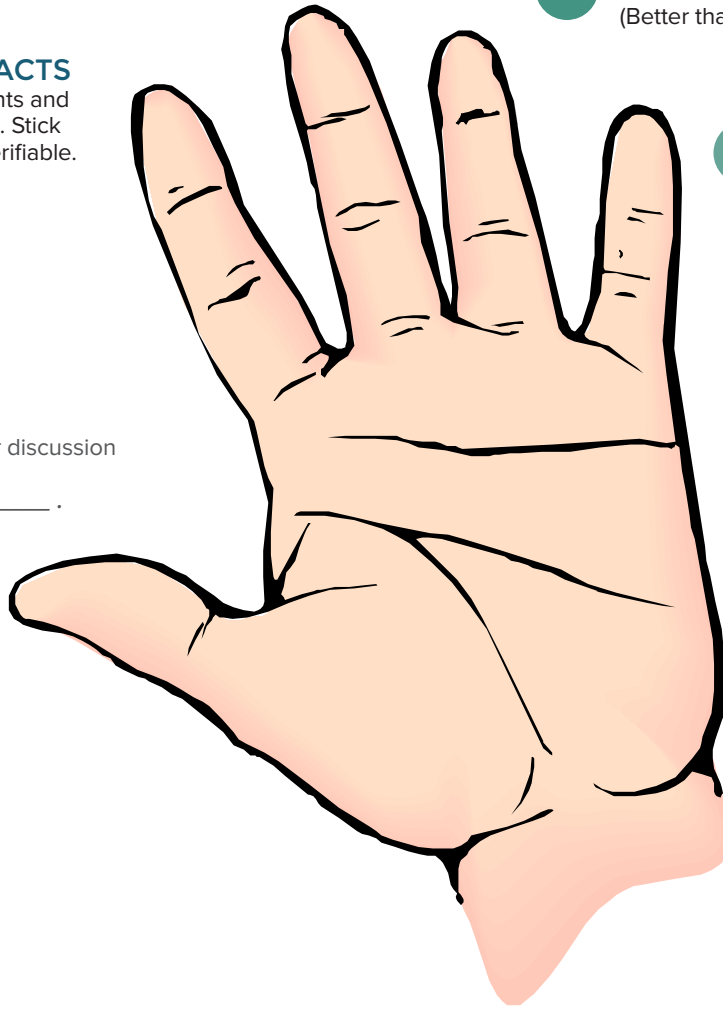
2 Point to the **FACTS**
Avoid judgments and interpretations. Stick with what is verifiable.
“I saw ...”

3 Name your **FEELINGS**
“I feel ...”
(Avoid, “I feel that ...”)

4 State underlying **NEEDS**
“I have a need for ...”
(Better than, “I need you to ...”)

5 Make a clear **REQUEST**
“Would you be willing to ...”
(Better than, “Would you please ...”)

1 Name overall **ISSUE**
Ask for a thumbs-up for discussion and timing.
“I’d like to talk about _____ .
Is this a good time?”



PRACTICE

1. You are angry because your partner came home late from work and you were planning on going out to dinner together.
2. Your child leaves a mess in the kitchen after making a snack.
3. Your boss gave the project you were hoping to work on to a less skilled coworker.
4. Your mother calls to criticize you for not taking her to lunch on her birthday.
5. Your partner left your new camera at the park.



Elsbeth Martindale
CLINICAL PSYCHOLOGIST