This communication tool is a four-step process that helps us open the door to better relationships.

### Observation
State just the facts—things you observe.
- Example: “I saw that you threw your chair across the room.”
  (Not, “I saw you got angry.”)

### Thought
Express a thought or opinion about what you observed.
- Example: “I thought you didn't care.”

### Feeling
Share a feeling you had about what you observed.
- Example: “I felt sad (hurt, angry).”

### Desire
Be specific about what you want—your desire.
- Example: “I’d like for us to be friends.”