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.”