This communication tool called OTFD is a four-step process to build 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.”
When an apology is necessary, the 4-Part Apology can effectively clean up the situation. By being complete with our apology, we show that we value the person and wish to maintain our relationship.

**Acknowledge**
Take responsibility for your actions and behaviors.
Use “I” statements.
Examples: “I acknowledge that I hurt your feelings when I said those things about you” or “I acknowledge that I borrowed your iPod without asking you.”

**Apologize**
Apologize and acknowledge the cost to others.
If unaware of cost, ask.
Examples: “I apologize for hurting you and realize that I may have ruined our relationship” or “I apologize and realize that you thought someone had stolen your iPod.”

**Make It Right**
Deal with the consequences of your behavior.
Ask the person what you can do to make it right.
Example: “What can I do to make it right?”

**Recommit**
Make a commitment to appropriate behavior.
Commit to not having the same behavior again.
Examples: “I agree to Speak with Good Purpose” or “I agree to ask before I borrow anything from you.”