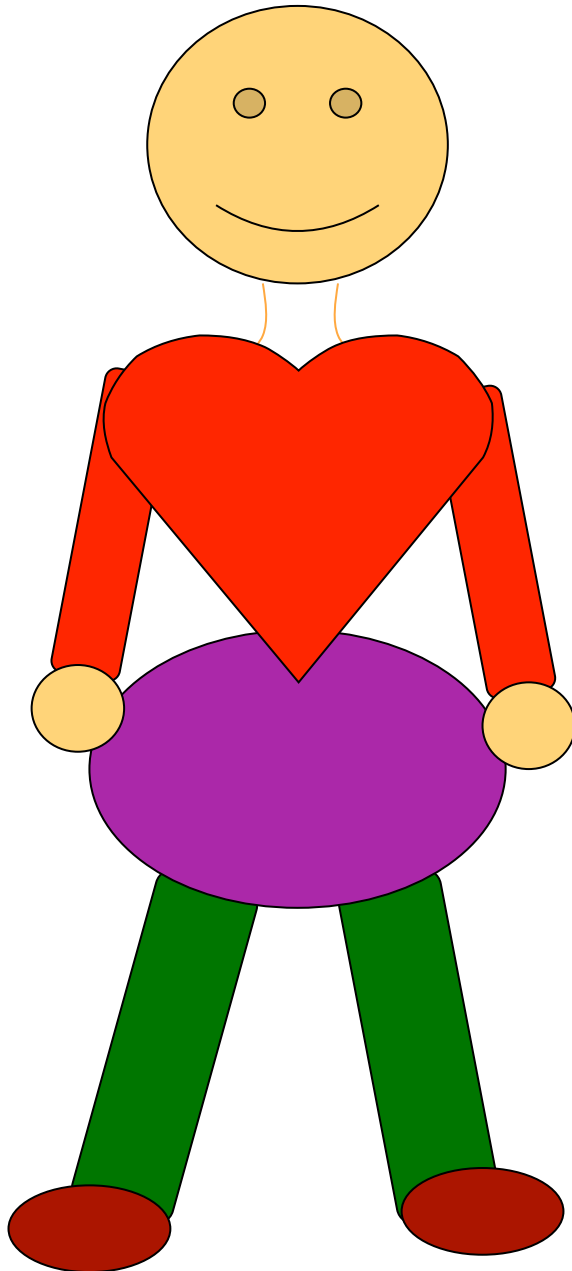


The 4 key elements of Nonviolent Communication



Observation ≠ **Judgement**
 see/hear/remember
 Criticise,
 blame, praise
**moralistic
 judgement**

Feeling ≠ **Thinking**
 feedback, inner life
 my opinion

BECAUSE

NEED ≠ **Action**
 universal,
 motivation
value judgements
 Strategy,
 preference

Request ≠ **Demand**
 concret, here-and-
 now
 NO is welcome
 Should, have
 to, ought, can't
 submission or
 rebellion