

# AFFECTIVE STATEMENTS

*When you*

- Separate the behaviour from the person
- Be as specific as you can
- Be aware of your non verbal language

**PERSPECTIVE**

*I feel*

- Keep you feelings in the present
- Non judgemental, not 'You make me feel'
- Express your feelings and the reason for them

**IMPACT**

*I need*

- State your request clearly
- It is an expectation, not a demand
- Be aware they may not be able to meet the need

**SOLUTION**