

# 4 STEPS

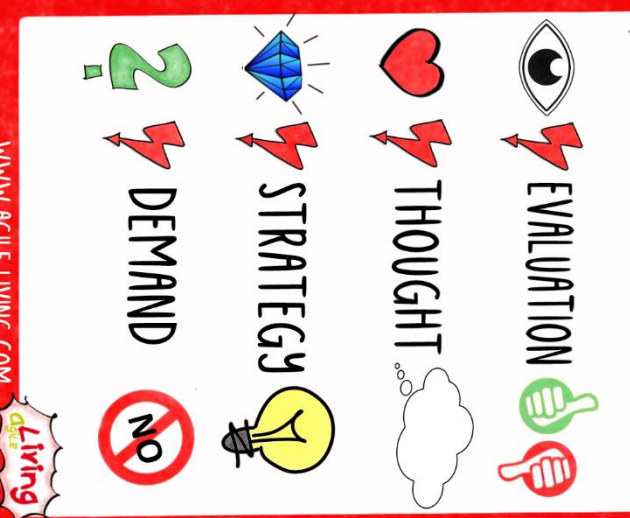


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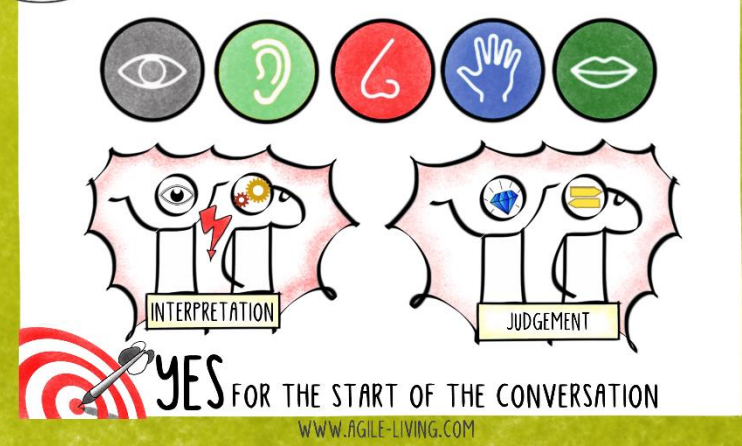
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# 4 STEPS




## OBSERVATION



## OBSERVATION



# FEELING




**UNMET NEEDS**

AFRAID ANGRY SAD  
HELPLESS ASHAMED  
LONELY UNSETTLED  
MAD OVERSTRAINED  
WORRIED DISAPPOINTED


**FAKE FEELINGS**

NOT RESPECTED FORCED  
NOT SEEN EXPLOITED  
NOT ACCEPTED  
HUMILATED REJECTED  
MANIPULATED BETRAYED




**MET NEEDS**


GLAD HAPPY CALM  
TOUCHED LOVING  
ENTHUSIASTIC RELAXED  
RELIEVED ENGAGED  
GRATEFUL SATISFIED




I FEEL BAD



I'M A VICTIM




I FEEL GOOD



**INDICATOR** FOR MET AND UNMET NEEDS

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# FEELING




WHEN I THINK


I'M NOT BEING RESPECTED

I MIGHT FEEL...


FRUSTRATED ALONE  
INSECURE ENERVED  
IRRITATED ALARMED  
DISAPPOINTED HURT




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# NEED




UNIVERSAL




I - ∞




FREE OF... PEOPLE



FREE OF... ACTION






**BASE** EVERY DECISION AND ACTION  
VALUABLE SOLUTIONS & COLLABORATION

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# NEED




WHEN I THINK I NEED


SALARY INCREASE

I MIGHT NEED...

FINANCIAL SECURITY  
RECOGNITION FOR MY WORK  
FAIRNES AMONG COLLEAGUES  
GIVING AND RECEIVING BEING IN BALANCE



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# REQUEST

**GO FOR CONNECTION** **GO FOR ACTION**

REFLEXION ESSENCE OPENESS SOLUTION IMPACT CHECK CONCRETE DOABLE PRESENT POSITIVE

**BASE** FOR MEETING MY NEEDS  
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# REQUEST

WHEN I THINK I MIGHT REQUEST YOU TO... ?

YOU SHOULD BE MORE ENGAGED IN THE TEAM

TELL ME HOW YOU FEEL ABOUT THIS DECISION  
EXPLAIN HOW YOU ACTUALLY UNDERSTAND THE GOAL OF THIS TASK  
SPEAK UP ABOUT YOUR REAL CONCERNS REGARDING THIS ESTIMATION  
MAKE ARRANGEMENTS TO PARTICIPATE TOMORROW'S MEETING

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# REQUEST

**GO FOR CONNECTION**

REFLEXION ESSENCE OPENESS SOLUTION IMPACT

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# REQUEST

REFLEXION I WOULD LIKE TO KNOW WHAT YOU HAVE UNDERSTOOD SO FAR.

ESSENZ I WOULD LIKE TO TELL YOU WHAT I'VE HEARD SO FAR.

OPENESS ARE YOU OPEN TO HAVING THIS CONVERSATION?

SOLUTION ARE YOU OPEN TO EXPLORE OTHER OPTIONS TO WORK THIS OUT?

IMPACT HOW IS IT FOR YOU TO HEAR THIS?

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## REQUEST

## GO FOR ACTION



REQUEST?



CONCRETE



DOABLE



PRESENT



POSITIVE

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## REQUEST

REQUEST?  
REQUEST OR DEMAND?

CHECK

CAN YOU WELCOME A "NO"?

ABSTRACT  
HILFST DU MIR NICHT?

CONCRETE

WOULD YOU OPEN THE DOOR, PLEASE?

IMPOSSIBLE  
ASK THIS 10 PERSONS...  
AND LET ME KNOW ... IN 5 MINUTES

DOABLE

SEND THE RESULTS TILL 5PM

FUTURE  
DO IT ALWAYS...

PRESENT

ARE YOU WILLING ... NOW?

DON'T DO...  
DON'T WORK SO MUCH!

POSITIVE

WOULD YOU GO OUT WITH ME TODAY?

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