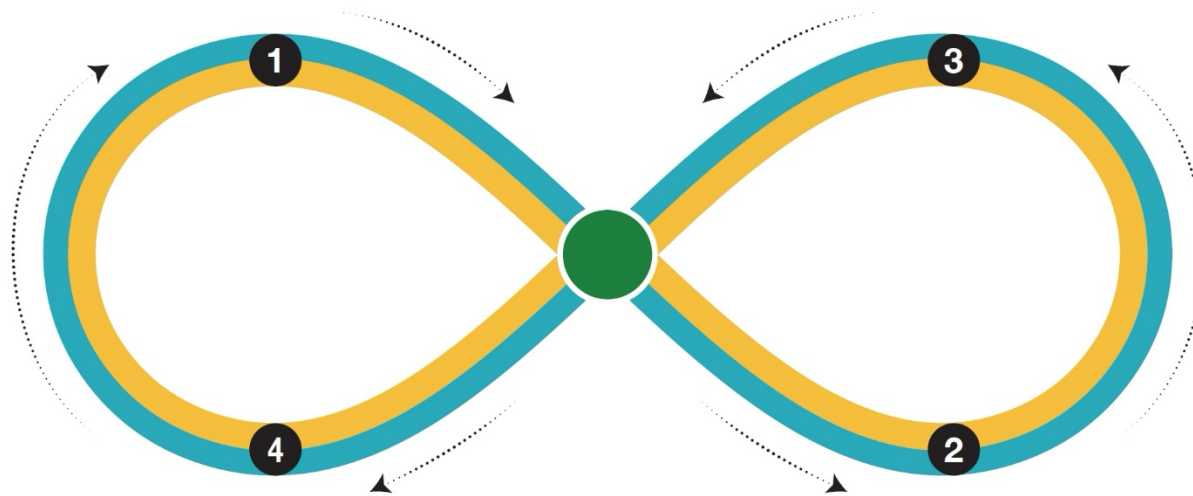


The Communication Four Step



1. Observations
2. Thoughts & feelings
3. Wants & desires
4. Requests