

Four steps towards appreciative communication



1 Perception

What we observe, describe, e.g. using our inner camera.



2 Feeling

How we respond to this emotionally, without apportioning blame.



👚 3 Need

Articulate what is important to us or what has not been taken into account.



4 Request

Articulate what we want in concrete terms without demanding anything.

Appreciative connection



2 Perceive and articulate your own feelings or those of others

3 Recognize needs and take them seriously

4 Express clear and achievable requests based on needs



Goal: I want to be understood