

# ROAD MAP to resolution



## 1 OBSERVATION

Describe only the facts of the situation, avoiding interpretations or evaluation.

“When I see \_\_\_” OR “When I hear \_\_\_ . . .”

*“When I see that you wore my jacket and that there’s a stain on it now . . .”*



## 2 FEELINGS

Share how you feel about what you've observed, using specific feelings rather than broad terms.

“When I see \_\_\_, I feel \_\_\_ . . .”

*“I feel frustrated because I really like this jacket and want to keep it in good condition”*



## 3 NEEDS

Identify the underlying needs or values that relate to those feelings. Focus on universal human needs like respect, stability, or understanding.

*“I value respect for my belongings and need to know that my things are safe when I’m not around.”*

“When I see \_\_\_, I feel \_\_\_ because I need/value . . .”



## 4 REQUEST

Ask for a concrete, positive action to help meet those needs, making sure it’s specific and doable.

*“Would you be willing to ask me next time before you borrow my things? And, could we work together to clean the stain?”*

“When I see \_\_\_, I feel \_\_\_ because I need/value \_\_\_. Would you be willing to . . .”

*\*Learn More: Rosenberg, Marshall. Nonviolent Communication: A Language of Life. Encinitas, CA: PuddleDancer Press, 2015.*



# Community Peace Center

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