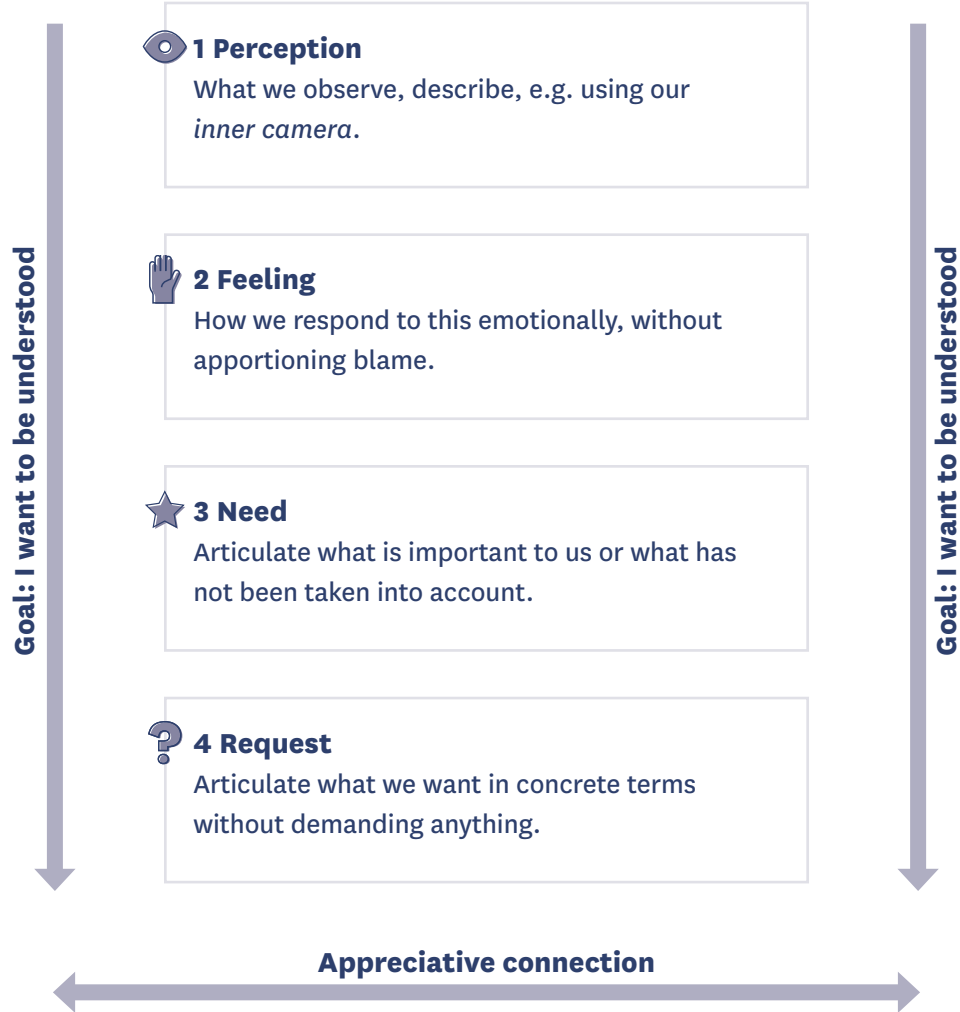




### Four steps towards appreciative communication



1 Observe without judging

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