

# HOW TO SPEAK

## The Set Up

### Remember Love

*The person you're speaking to is not the enemy.  
The reason you are speaking is to make things better.*

### Request to Speak

"Is this a good time?"

## The Action: Use the Feedback Wheel

### Behaviours I saw & heard = video speak

*Stay with one issue. Don't use "always" or "never"*

"This morning you left the dishes in the sink..."

### What I made up about it

"The meaning I give to it is that you feel entitled to be irresponsible and you expect people to pick up after you like your mother did."

### How I feel about it

*Own your feelings.  
No one "makes you" feel anything.*

"I make myself feel hurt and angry. Hurt that you don't listen to me, and angry that you don't pull your weight."

### What I would like = video speak

*Ask for specific behaviours that would help you feel better right now.*

"What would help me feel better is for you to apologize, reassure me that you take this seriously and tell me what you're going to do about it."

Adapted from Janet Hurley and Pia Mellody

## The Finale

### Appreciate what you get. Say "thank you".

### Let go of what you don't get. They don't have to give you everything you ask for. They can say "yes", "maybe" or "no" & give you a reason plus an alternative proposal.