



Making Requests

Expressing Gratitude

1. Observations

2. Feelings

When Needs Are Not Met	When Needs Are Met
Angry	Happy
Frustrated	Joyful
Distressed	Moved
Irritated	Amazed
Impatient	Surprised
Scared	Excited
Worried	Energized
Confused	Inspired
Embarrassed	Hopeful
Overwhelmed	Calm
Sad	Relieved
Lonely	Peaceful
Discouraged	Thankful
Tired	Proud

3. Needs

Respect	Hope
Empathy	Appreciation
Integrity	Beauty
Autonomy	Rest
Order	Relaxation
Knowledge	Play
Competence	Belonging
Contribution	Safety
Purpose	Physical Needs

4. Request / Express