So, what is upsetting you?

Start with the facts; the senses; what do you see, hear, taste, smell, see?

Mirror back: "So, it sounds like you…"

One thing I hear you say is that…

How does that make you feel? What feelings do you have about that?

What are some other thoughts you have about this? And do you have different feelings based on these different thoughts?

So we see how your thoughts lead to your feelings you have.

So, underneath these feelings, what needs are there? Reflect on your thoughts and see what need arises. What do you need from (him/her)?

Be sure to talk about feelings, not thoughts, or requests.

What would have to happen or not happen for you to feel your need was being met?

And would that be a clue that s/he was meeting your need?

And how would you know specifically that s/he was being/doing (meting your need)? What would you be experiencing?

So, how would you like to define what you need, what you would like to agree on?

What specific suggestion would you make?

So, here you are preparing to come to a discussion, without defensiveness or childlike reactivity. How does this feel to you?

So now that you've done this, you can go to your partner and the next thing that you would do is develop a speaker's contract with

For example, _____, I have something really important to discuss with you. I have some feedback for you about how your behavior is affecting me. And it's only going to take me about 5 to 10 minutes to share and I need you to listen to me.

So, let's do this together and see how it feels to you, OK?

I'll be _____ and mirror back to you what you say.

So start with ("What I heard you say. Or what I saw you do is….)

Mirror back what client says.

Client: And the thoughts that I have about that or what I make that mean in our relationship is _____ and that makes me feel_____

Mirror back:…am I hearing you right? Is there more?

And what I need from you (what I would like from you) is _____

Mirror back: Am I hearing you right. And Tell me more.

Next time, we'll practice making the actual request.