

D

Describe the situation ("I've noticed that...")
Stay factual and reduce YOU statements.

E

Express your feelings ("I'm feeling...")
Name the emotion and don't explain the rationale behind your feelings.

A

Assert your needs ("I need...")
Be concrete and direct in your language. Remember you can't force anyone else to feel a certain way, so try to keep it focused on your needs vs their response.

R

Reinforce the outcome ("And by doing this...")
What will they gain by meeting your needs.

D

Blank writing area for the 'D' step.

E

Blank writing area for the 'E' step.

A

Blank writing area for the 'A' step.

R

Blank writing area for the 'R' step.