

Section 2: Observation vs. Evaluation – Answer Key

1. **“My supervisor Jane was mad at me at work this week for no reason.”**
Evaluation – This includes a judgment of Jane’s emotions (“mad”) and a critical assumption (“for no reason”), rather than describing observable behavior.
2. **“John is aggressive.”**
Evaluation – This is a label, not a factual description of behavior. A more neutral observation might be: “John raised his voice and interrupted others during the meeting.”
3. **“Sarah met with 5 clients this week.”**
Observation – This is a direct and factual statement. It describes behavior that can be verified.
4. **“Mary did not speak during today’s meeting.”**
Observation – This describes an observable action (or lack of action) without assuming why it happened.
5. **“After the client meeting, Priya left the room without saying anything to anyone.”**
Observation – This is a neutral and specific description of behavior without judgment.

Section 3: Spot the Need – Answer Key

1. **“You never get your reports done on time – you’re making my job harder.”**
No need stated – This statement focuses on blaming the other person rather than expressing a personal need.
2. **“I am feeling overwhelmed lately. I need more time to catch up on my caseload.”**
Need stated – This expresses both a feeling (overwhelmed) and a clear need (more time).
3. **“I get stressed when we don’t have clear communications – I want us to work together in a way that brings clarity and purpose.”**
Need stated – This statement includes both a feeling (stressed) and a need (clarity and purpose in communication).
4. **“I feel frustrated when you come in late.”**
No need stated – While it expresses a feeling, it doesn’t clarify what the person needs. A possible revision: “I feel frustrated when you come in late because I value starting on time to make the most of our meetings.”

Section 4: Expressing Requests – Sample Reframes

- **Original:** “I would like for you to feel more confident in yourself when you speak to clients.”
Revised: “Would you be open to practicing client conversations together to help build your confidence?”
- **Original:** “I would like you to communicate better.”
Revised: “Would you be willing to check in with me each morning so we can stay on the same page with our priorities?”
- **Original:** “Rewrite your report so it could be more concise.”
Revised: “Could you please revise the report by summarizing each section more briefly to make it easier to follow?”
- **Original:** “I would like you to respect my privacy.”
Revised: “Would you be willing to knock before entering my office so I can focus without interruptions?”