

Once you are aware of the needs, the REQUEST is in effect, the strategy (the attempt) to get the needs met. An attempt to create a solution that meets all needs.

Requests are often confused with demands. If you are making a demand—you will know when you get a 'no' to your request and you get mad. Certainly you may feel disappointed as you were hoping for a yes. See below for strategies to continue the conversation if you hear a no to something you have asked for.

Also worth noting, when you are making requests, is to consider the needs of the person you are asking, either before, or as you negotiate the request you have made.

### **CONNECTION REQUESTS:**

Connection requests are a very effective way to **slow down** a conversation.

1. **Request for Empathy** “Will you tell me what you heard me say?”
2. **Request for Honesty** “Will you tell me how you feel having heard what I said?”
3. **Request as check-in** “Are you willing to continue? Is this a good time for...”

### **ACTION REQUESTS:**

In order to get needs met, there are three places you can look to—to make a request of so-to-speak.

1. **Myself**
2. **Other**
3. **Others**

### **Requests parameters:**

Can someone actually say yes to what you are asking? Is your request...

Present time

Specific and Doable

Positive Action Language

How do you say no in NVC? Say YES! Let the other person know what needs you hope to meet by saying no to their request. Give people more information rather than less. Invite them into understanding what is important to you. This sets the stage for negotiation so that everyone's needs get met.

How do you hear a no in NVC? Say thank you. That you are glad they are wanting to prioritize a need of their own being met. Continue the conversation. Don't just stop and be resigned. You can then ask what that need is for the other person that is in the way of saying yes and continue the conversation long enough to negotiate everyone's needs being met, rather than insisting that your specific strategy be agreed to.