**Z-FUKO-PZK METHOD (C-FECE-SAC)**

**Z- I CARE**
You should present intentions of the conversation referring to own feelings

**F- FACTS**You should present situation which the conversation will be about, present facts – e.g. “the fact is that you did not do …”

**U- EMOTIONS**
You should present what feelings, emotions this situation evokes in me

**K-CONSEQUENCES**
You should show what consequences your emotions have, e.g. the consequence is that I do not want to …

**O-EXPECTATIONS**
You should specify your expectations, e.g. I expect from you

**P-SOLUTIONS PROPOSALS**You should propose what should be done to deal better with similar situations

**Z-AGREEMENT**You should confirm, that person accepts proposed solution

**K-CRITICISED**
You should get information, what the person need from you, so this situations will not repeat in the future