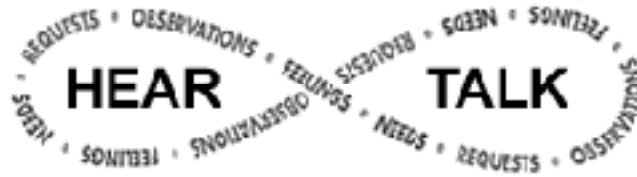


Compassionate Communication

Compassionate Communication, also known as Nonviolent Communication (NVC), is a language of intention to connect with the humanness and aliveness in ourselves and others. This quality of connection awakens compassion and the desire to contribute to one another's well being. NVC offers concrete tools to help us reside in Rumi's field: "Out beyond ideas of wrongdoing and right-doing, there is a field. I'll meet you there." The intention of NVC is to create a sense of connection so all needs are considered.



Two Parts

Empathically Listening to others: hearing how they are underneath, regardless of what words and actions they use to express their truth.

Honestly Expressing how I am without blame, criticism, or judgment, so others are most likely to hear me.

Four Components

1. **Observation** without evaluation
The concrete actions I am observing (seeing, hearing, remembering, or imagining)
2. **Feelings** not thoughts, assumptions, or interpretations.
Making myself vulnerable by sharing how I am feeling in relation to these observations.
3. **Needs** not strategies
The life energy in the form of needs, hopes, values, and desires creating my feelings.
- 4 **Requests** without demand
Clearly requesting the concrete actions I would like taken to enrich my life.

Practice Template

Empathy

O. "When you (see, hear, imagine)...
F. "are you feeling...
N. "because you (need, hope value)...
R. "Now would you like..."

Honesty

O. "When I (see, hear, imagine)...
F. "I feel...
N. "because I (need, hope value)...
R. "Now I would like..."

Key Point: You feel because you need..

I feel because I need...

Our feelings are caused by our needs, beliefs, and thoughts: not by what others do or say, not by what happens to us.

Life Alienating Communication

Moralistic Judgements, justification for punishment and reward, figuring out who is right or wrong and what they deserve.
Diagnosing, analyzing, criticizing, categorizing, or labeling others or judging others as good or bad—inducing shame or guilt.
Denying Choice, blaming others for causing our feelings, obscuring choice by saying "I had to"—inducing guilt.
Demanding, threatening, bribing—inducing fear.

Life Connecting Communication

Remembering that we are all interdependent and figuring out how to contribute to everyone's well being.
Respecting others and self, knowing we are all acting to meet our common basic needs.
Responsibility for our own actions, beliefs, feelings, and thoughts.
Requesting what will make life more wonderful and appreciating "yes" or "no" as a move towards connection.

For more information see www.compassionatecommunications.us

FEELINGS

GLAD happy cheerful delighted inspired excited joyful touched encouraged grateful confident	SAD lonely depressed grief hurt troubled helpless gloomy dismayed disheartened discouraged	MAD angry annoyed furious upset frustrated irritated bitter enraged resentful disgusted
TIRED exhausted weary letargic indifferent helpless disconnected apathetic overwhelmed	SCARED afraid terrified startled nervous worried lonely anxious helpless	CONFUSED disturbed hesitant troubled torn puzzled insecure apprehensive embarrassed
PEACEFUL calm content engrossed optimistic tranquil serene relieved relaxed satisfied	LOVING affectionate tender trusting friendly sensitive compassionate grateful comfortable amorous	PLAYFUL energetic curious enthusiastic refreshed adventurous impish alive exuberant giddy

REQUESTS

A request is a bridge to connecting. A “no” following a request is not a rejection, but rather, an invitation to learn what is of value to the other person, to connect.

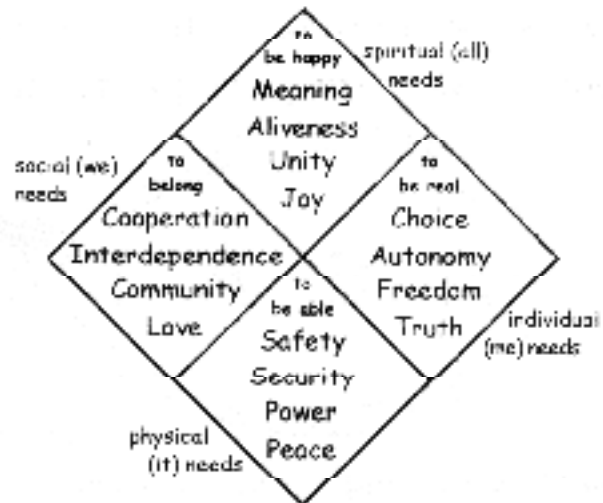
Connecting Requests

1. “I’m not sure I made myself clear, would you be willing to tell me what you heard me say?”
2. “Would you be willing to tell me how you feel having heard that?”
3. “I would like you to tell me if you think my proposal would be successful, and if not, what you believe would prevent its success.

Action Requests

- Do-able (observable behavior)
- Specific (specify who and what)
- Positive (what you do want, not what you don’t want)
- Present (can be done now - might be a commitment)

NEEDS



Needs, Hopes, Values and Positive Intentions

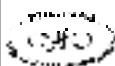
All human behavior is for the purpose of meeting needs. In NVC needs are understood to be universal (we all have the same needs). Needs make no reference to a specific person, action, or thing. Our needs connect us with what we value in life. Our feelings tell us whether or not our needs are being met. To express our needs is to offer the gift of connection to life.

When persons fear they won’t get their needs met, they often act in ways that preclude other needs from being met. Behind each action based on fear there is a positive intention or hope based on love. If we don’t like some behavior in ourselves or others, recognizing the needs and positive intentions causing the action can foster compassion and generate solutions.

Four Basic Groups of Needs

- **Physical**—**security**, safety, nourishment, warmth, rest, ease, power, efficacy, movement, harmony, peace
- **Individual**—**autonomy**, authenticity, integrity, creativity, free choice, self esteem, learning, honesty, challenge, self expression, space, clarity, growth, learning, truth
- **Social**—**community**, intimacy, appreciation, nurturance, empathy, respect, cooperation, consideration, support, kindness, to be seen, reassurance, acceptance, love
- **Spiritual**—**aliveness**, purpose beyond self, wholeness, meaning, celebration, inspiration, contribution, beauty, mourning, unity, connection with life, play, joy

Perceive others, as you would have others perceive you - by your positive intentions



Based on the work of Dr. Marshall Rosenberg
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