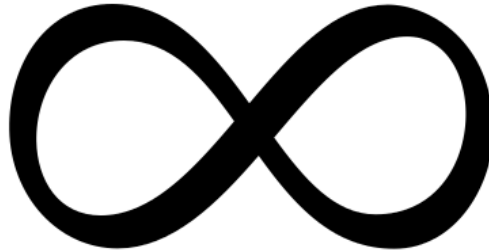


Communicating Compassionately

2 modes & 4 steps of NVC



**Clearly Expressing
How I Am**

Observations
Feelings
Needs
Requests

**Empathically
Receiving How You
Are**

Observations
Feelings
Needs
Requests

At the heart of Nonviolent Communication (founded by Marshall B Rosenberg) is the belief that it is our human nature to enjoy giving and receiving in a compassionate manner. NVC is founded on language and communication skills that enable us to have the strength to remain compassionate even in the most challenging situations.

NVC is a guide in assisting us to reframe how we express ourselves and how we hear others. Instead of expressing and hearing through habitual response, our words become conscious responses based on an awareness of what we are perceiving, how we are feeling, and what we are needing.

We are able to communicate from a place of honest expression and clarity while paying considerate and empathic attention to others.

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***Connecting & Communicating
With Compassion***

Blocks to Communication

<p>Observation The concrete actions that we are observing. "What I observe, see, hear, remember."</p>	<p>Evaluation Moralistic Judgement implying right/wrong. Blame, Insults, Putdowns, Labels, Comparisons, Diagnosis Denial of Responsibility.</p>
<p>Feelings How I feel (emotion or sensation) in relation to what I observe. "I feel" (list of feelings included in handout)</p>	<p>Thoughts How we think others react or behave towards us. "I feel abandoned." "I feel neglected". "I feel you should know better." "I feel you are manipulating me"</p>
<p>Needs What I need or value. "because I need..." list of needs included in handout)</p>	<p>Strategies What we do or others do in order to meet our needs.</p>
<p>Requests The concrete actions we request in order to enrich our lives. This might be a request of ourselves. <u>There are 3 types of requests:</u> <i>Empathy request</i> "Would you be willing to let me know what you heard me say?" <i>Connection request</i> "What is going on in you when you hear me say that?" <i>Action request</i> "Would you be willing to ...?" (This needs to be doable & specific.)</p>	<p>Demands Explicitly or implicitly implies the listener with punishment or judgement if they don't comply.</p>

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Needs List

<p>CONNECTION</p> <p>acceptance affection appreciation belonging cooperation communication closeness community companionship compassion consideration consistency empathy inclusion intimacy love mutuality nurturing respect/self-respect safety security stability support to know and be known to see and be seen to understand and be understood trust warmth</p>	<p>PHYSICAL WELL-BEING</p> <p>air food movement/exercise rest/sleep sexual expression safety shelter touch water</p> <p>HONESTY</p> <p>authenticity integrity presence</p> <p>PLAY</p> <p>joy humor</p> <p>PEACE</p> <p>beauty communion ease equality harmony inspiration order</p>	<p>MEANING</p> <p>awareness celebration of life challenge clarity competence consciousness contribution creativity discovery efficacy effectiveness growth hope learning mourning participation purpose self-expression stimulation to matter understanding</p> <p>AUTONOMY</p> <p>choice freedom independence space spontaneity</p>
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Feelings When Our Needs Are Met

<p>AFFECTIONATE compassionate friendly loving open hearted sympathetic tender warm</p> <p>CONFIDENT empowered open proud safe secure</p>	<p>EXCITED Amazed animated ardent aroused astonished dazzled eager energetic enthusiastic giddy invigorated lively passionate surprised vibrant</p>	<p>JOYFUL amused delighted glad happy jubilant pleased tickled</p>
<p>ENGAGED absorbed alert curious engrossed enchanted entranced fascinated interested intrigued involved spellbound stimulated</p>	<p>EXHILARATED blissful ecstatic elated enthralled exuberant radiant rapturous thrilled</p>	<p>PEACEFUL calm clearheaded comfortable centered content equanimous fulfilled mellow quiet relaxed relieved satisfied serene still tranquil trusting</p>
<p>INSPIRED amazed awed wonder</p>	<p>GRATEFUL appreciative moved thankful touched</p> <p>HOPEFUL expectant encouraged optimistic</p>	<p>REFRESHED enlivened rejuvenated renewed rested restored revived</p>

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Feelings When Our Needs Are Not Met

<p>AFRAID apprehensive dread foreboding frightened mistrustful panicked petrified scared suspicious terrified wary worried</p> <p>AVERSION animosity appalled contempt disgusted dislike hate horrified hostile repulsed</p>	<p>ANNOYED aggravated dismayed disgruntled displeased exasperated frustrated impatient irritated irked</p> <p>CONFUSED ambivalent baffled bewildered dazed hesitant lost mystified perplexed puzzled torn</p> <p>EMBARRASSED ashamed chagrined flustered guilty mortified self-conscious</p>	<p>ANGRY enraged furious incensed indignant irate livid outraged resentful</p> <p>DISCONNECTED alienated aloof apathetic bored cold detached distant distracted indifferent numb removed uninterested withdrawn</p> <p>PAIN agony anguished bereaved devastated grief heartbroken hurt lonely miserable regretful remorseful</p>
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<p>DISQUIET agitated alarmed discombobulated disconcerted disturbed perturbed rattled restless shocked startled surprised troubled turbulent turmoil uncomfortable uneasy unnerved unsettled upset</p> <p>SAD depressed dejected despair despondent disappointed discouraged disheartened forlorn gloomy heavy hearted hopeless melancholy unhappy wretched</p>	<p>FATIGUE Beat burnt out depleted exhausted lethargic listless sleepy tired weary worn out</p> <p>TENSE anxious cranky distressed distraught edgy fidgety frazzled irritable jittery nervous overwhelmed restless stressed out</p>	<p>VULNERABLE fragile guarded helpless insecure leery reserved sensitive shaky</p> <p>YEARNING envious jealous longing nostalgic pining wistful</p>
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