

COMPASSIONATE *Communication*

NVC



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Compassionate Communication

The Non-Violent Communication (NVC) View

The basic process of NVC consists of 4 components:

Observation > Feelings > Needs > Request

Observation: what happened, stripped of any interpretations or assumptions.

Feelings: energy moving in the emotional body in response to what happened.

Needs: inner qualities or longings which are seeking recognition or fulfillment.

Request: suggestion for specific action aimed at meeting those needs.

In the linear version of the Compassionate Communication (aka "NVC") process, we make a clear, neutral observation of what happened in the outside world, we connect with the feelings that arise in us in response, we identify the underlying needs which relate to and inspire those feelings, and we make a request for an action which will satisfy those needs.

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Compassionate Communication

Feelings, needs and values are universal to humans.

Get in touch with and honor yours by asking yourself or another:

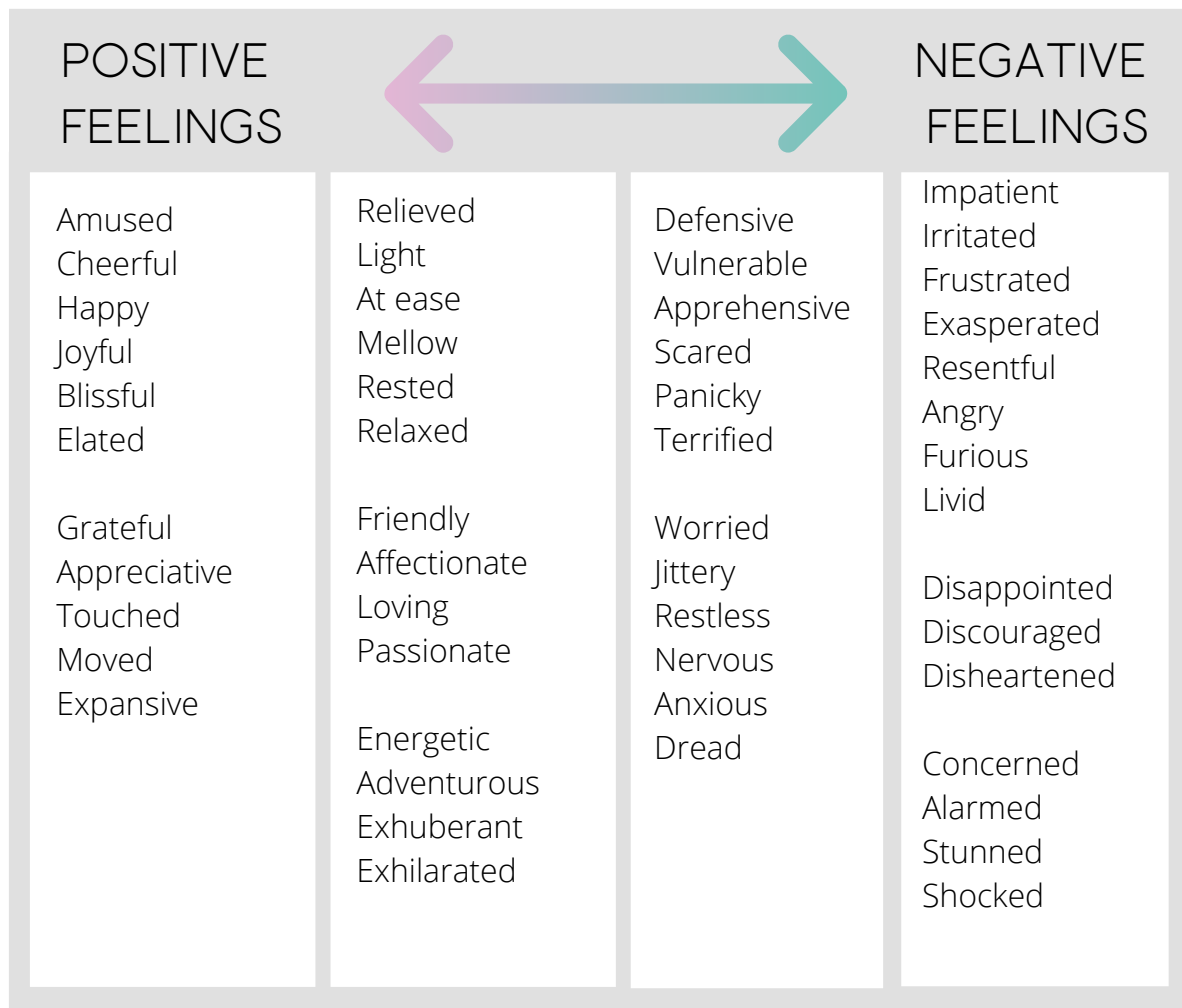
Empathy: "Do you feel _____ because you need (what's important to you is, you value ...) _____?"

Honesty: "When I (see, hear, notice) _____, I feel _____ because I need (because what's important to me is, because I value) _____."

Request: "Would you be willing to _____?"

Compassionate Communication

FEELINGS - WHEN NEEDS
ARE MET WE EXPERIENCE
POSITIVE FEELINGS



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POSITIVE FEELINGS			NEGATIVE FEELINGS
Eager	Clear headed	Cranky	Disturbed
Giddy	Awake	Tense	Appalled
Enthusiastic	Alert	Agitated	Horrified
Excited	Focused	Aggravated	
Thrilled		Stressed	Sad
Ecstatic	Calm	Overwhelmed	Teary
	Peaceful		Tender
Pleased	Serene	Lonely	Grief Stricken
Content	Tranquil	Pain	
Satisfied		Hurt	Torn
Fulfilled	Safe	Heartbroken	Regretful
	Comfortable	Anguish	Sullen
Curious	Secure	Agony	Downhearted
Interested	Confident	Dejected	Hopeless
Absorbed	Empowered	Despondent	Despair
Fascinated		Depressed	
	Hopeful		Puzzled
Healthy	Heartened	Disconnected	Confused
Alive	Inspired	Detached	Ambivalent
Vigorous		Bored	
Robust			Jealous
		Tired	Envious
		Lethargic	Bitter
		Exhausted	
		Burnt Out	Embarrassed
			Contrite
			Guilty
			Shame

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Compassionate Communication

UNIVERSAL NEEDS + VALUES

Empathy
Intimacy
Connection
Affection
Warmth
Love
Understanding
Acceptance
Caring
Bonding
Compassion
Communion
Spirituality
Sexuality
Kindness
Gentleness

Autonomy
Agency
Choice
Freedom
Spontaneity
Independence
Respect
Honor

Purpose
Meaning
Competence
Contribution
Efficiency
Growth
Learning
Challenge
Discovery
Inspiration

Order
Structure
Clarity
Focus
Information

Appreciation
Celebration
Mourning
Aliveness
Humour
Beauty
Play Joy

Security
Predictability
Consistency
Stability
Trust
Reassurability
Reliability

Partnership
Family
Presence
Mutuality
Friendship
Companionship
Support
Collaboration
Consideration
Seen/Heard
Acknowledge-
ment
Belonging
Community
Inclusion
Participation

Honesty
Integrity
Authenticity
Wholeness
Fairness
Equity
Expression
Creativity

Peace
Groundness
Hope
Healing
Harmony
Ease / Comfort

Nurturing
Food / Water
Rest / Sleep
Safety
Health
Shelter
Movement
Touch