

the process of... Nonviolent Communication

Building Blocks

(O) **Observation.** Differentiate Observation from evaluation, interpretation, and/or story.

(F) **Feelings.** Differentiate Feelings (emotions) from thoughts/thinking. Feelings do not imply blame or criticism.

(N) **Needs.** Differentiate Needs, core human needs such as love, safety, and connection, from strategies.

(R) **Requests.** Differentiate Requests from demands. Request clearly what we want instead of what we don't want. Requests should be clear, present, and actionable.

The Most Common Needs
freedom / autonomy
receiving empathy / being heard

"Every moment each human being is doing the best we know at that moment to meet our needs."

-Marshall Rosenberg

Empathy

[The observation is commonly implied.]

"Are **you** feeling [feeling]
because **you** need [need] ?"

Self Empathy

[The observation is commonly implied.]

"Am **I** feeling [feeling]
because **I** need [need] ?"

"Anything that is worth doing is worth doing poorly."
-Marshall

"Intellectual understanding blocks empathy."

-Marshall

Self Expression

(1) "When I (see, hear)..."

(2) "I feel..."

(3) "because I need/value...."

4) "Would you be willing to...?"

"Every time I mess up is a chance to practice."

-Marshall

The only way we truly know if this is a request or a demand is when we hear a "no."

Hungry Duck...

Please do as I requested, only if you can do so with the joy of a little child feeding a hungry duck. Please do not do as I request if there is any taint of fear of punishment if you don't. Please do not do as I request to buy my love, that is, hoping that I will love you more if you do. Please do not do as I request if you will feel guilty if you don't. Please do not do as I request if you will feel shameful. And certainly do not do as I request out of any sense of duty or obligation.

Marshall Rosenberg

Common Requests

... "I am concerned I may not have said clearly what I meant to say. Would you be willing to tell me how you heard me say?" [After he/she responds...] "Thank you... (and potentially clarify)" [Never "No, that's not what I said!"]

... "Would you be willing to tell me what you feel when you hear me say this?"

Faux Feelings* (evaluations masquerading as feelings)

faux feeling

possible feelings

possible needs

insulted,
disrespected,
criticized

angry, embarrassed, hurt

respect, consideration,
acknowledgment,
recognition

abandoned

terrified, hurt, bewildered,
sad, frightened, lonely

nurturing, connection,
support, belonging, caring

attacked

scared, angry

safety

betrayed

angry, hurt, disappointed,
enraged

trust, dependability,
honesty, clarity,
commitment, integrity

misunderstood

upset, angry, frustrated

to be heard, understanding,
clarity

ignored

lonely, scared, hurt, sad,
embarrassed

connection, belonging,
inclusion, community,
participation

*Extracted from a list generated by the Wisconsin 2004 IIT

References

Rosenberg, M. B. (2003). *Nonviolent Communication: A language of life* (2nd ed.). Encinitas, CA: PuddleDancer Press.
 Nonviolent Communication: International Intensive Training (2008). Albuquerque, New Mexico.



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