

IMPORTANT UNDERLYING PRINCIPLES OF COMPASSIONATE COMMUNICATION

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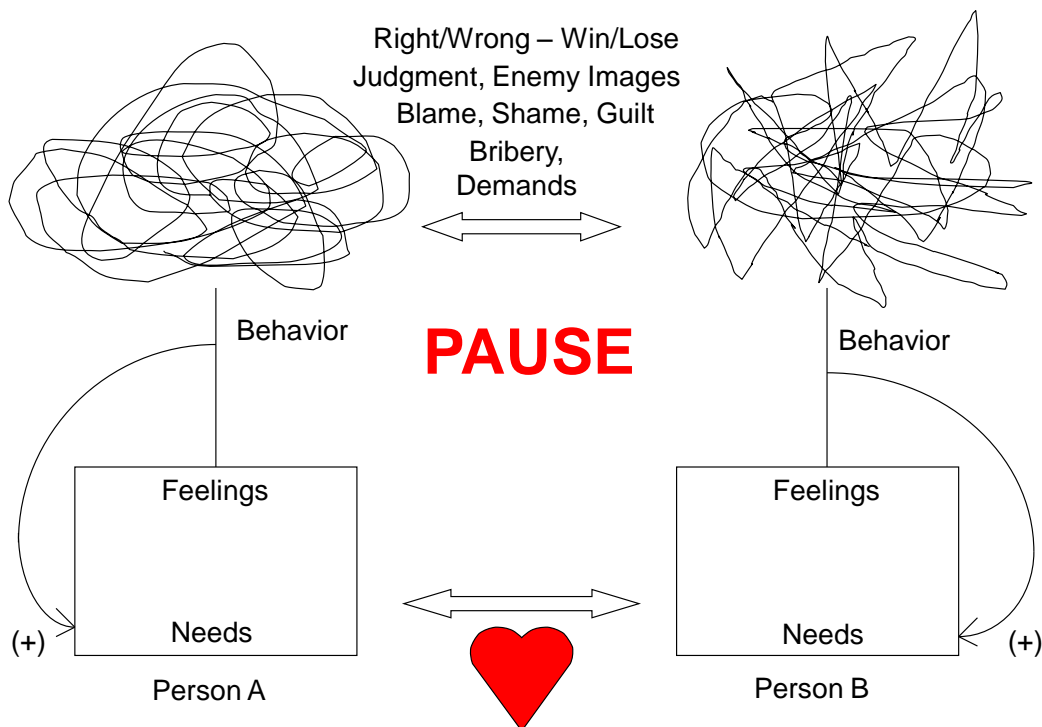
- All behavior has a positive intention which is to meet underlying human needs
- My feeling and my actions are the result of my own unmet needs and the choices I make to meet them.
- Other people's behavior (feelings and actions) are the result of their own unmet needs and their choice in how to meet them. Other people's actions are not about you.
- All needs matter: I hold your needs with the same care that I hold my own.
- Compassionate Communication or Nonviolent Communication (NVC) is a strategy for communication that prioritizes connection.
 - Remaining connected to the other person's humanity during conflict is at the heart of peacemaking and/or conflict resolution.
 - NVC focuses on caring, understanding and connection.
 - NVC is not a technique for controlling other people's behavior.
- NVC respects the autonomy and free will of all people by focusing on requests rather than demands.

From *Nonviolent Communication*, by Marshall Rosenberg PhD,
and The Center for Nonviolent Communication, www.cnvc.org

Using Compassionate Communication with Yourself and Others

For a video introduction to this model, check out:

<http://www.youtube.com/watch?v=C4ozpUio1LA>



Overview of NVC by Jody Bellant Scheer MD and Kathy Masarie MD

Adapted from Nonviolent Communication by Marshall Rosenberg PhD www.cnvc.org

Nonviolent Communication – Quick Reference Guide

Intent: To establish and maintain the thinking, personal connections and structures that create a quality of connection where everyone’s needs can be fulfilled through joyful, natural giving

Expressing Honesty:

When I see/hear.....

I feel.....

Because I need.....

Would you be willing....?

NVC Steps:

Observation

Feeling

Need

Request

Giving Empathy:

When you see/hear.....

Are you feeling.....

Because you need.....?

Would you like.....?

Action Request:

Request for connection:

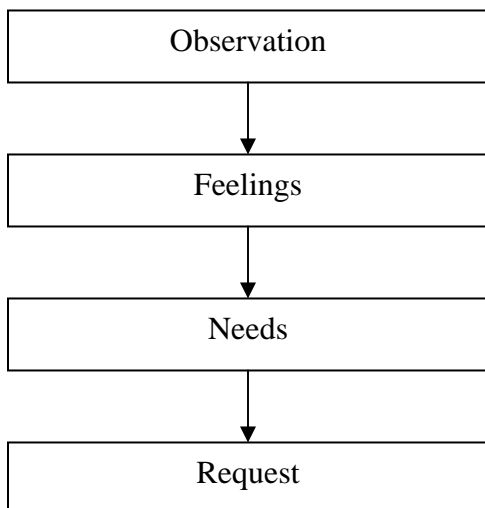
Would you be willing to..... (or)
Would you like..... (a specific,
do-able, positively stated
action in the present tense)?

Would you be willing to tell me what
you heard me say?
Would you be willing to tell me how
you feel when I say that?

The 4 Essential Differentiations:

Giraffe

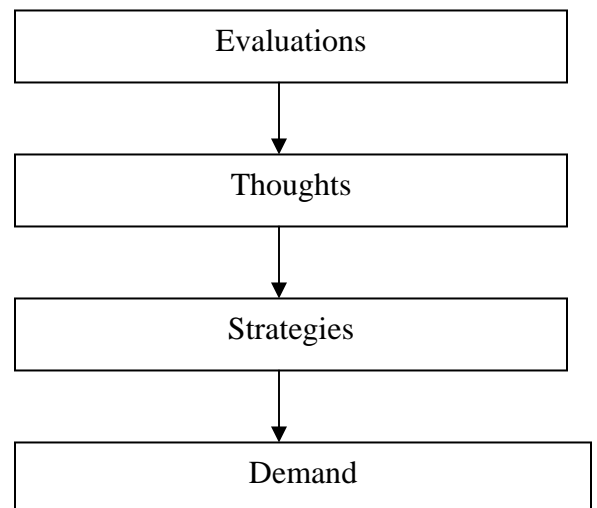
The Language of Connection



Versus

Jackal

The Language of Disconnection



Using Compassionate Communication to Deal with Difficult Situations

Marshall Rosenberg, author of *Nonviolent Communication*, quotes:

- *Violence comes from the belief that other people create our pain and therefore deserve punishment.*
- *Real safety and peace can be achieved, despite enormous odds, only when people are able to see the 'humanity' of those who attack them. This requires something far more difficult than turning the other cheek; it requires empathizing with the fears, hurt, rage and unmet human needs that are behind the attacks.*
- *All judgments are tragic reflections of unmet needs. They are tragic, because when used, they almost guarantee that a person's underlying needs will not be met.*
- *The uglier the behavior, the greater the unmet need.*

"Behind every behavior is a positive intention, which is to find love, respect and a way to meet one's needs." Jody Bellant-Scheer

"The major barrier to mutual interpersonal communication is our very natural tendency to judge, to evaluate, to approve or disapprove the statement of the other person or the other group." Carl Rogers

"Real Freedom is the ability to pause between stimulus and response, and in that pause, to choose." Rollo May

Conflict

Anger, criticism, judgment, and blame occur when people are disconnected from the source of their pain, which stems from their unmet needs. They mistakenly think that forces outside of themselves have caused their pain. When someone else's anger, criticism, judgment or blame is directed at ourselves, we may be tempted to respond in kind. What follows can leave all of us feeling miserable, often escalates into actions of verbal, physical or spiritual violence, and almost guarantees that no one's underlying needs will get met. NVC offers a new way to deal with anger, criticism, judgment and blame: by connecting with underlying feelings and needs.

When confronted by difficult or disruptive behaviors:

- **TAKE A BREAK:** Breathe, count to ten, look down or away from the other person, or leave the room (after establishing that you will return). Create some kind of physical change in your body state, so that you can calm yourself down. Give yourself some empathy for your own feelings and unmet needs.
- **GET CURIOUS:** What are the other person's deep feelings and unmet needs that are underlying his or her difficult behavior(s)? Remember that the uglier the behavior (your own or another's), the greater the unmet need. Remember that people are **NOT** what they do... behaviors are just strategies employed to fulfill our underlying needs.
- **ESTABLISH A COMPASSIONATE CONNECTION:** Connect with the underlying feelings and needs of the other person (see steps for establishing empathy, below). This can be done nonverbally, as well as verbally. **IT IS OK TO GUESS!** People will appreciate your attempts to understand and empathize with them. When the other person feels correctly heard and genuinely cared for, he or she will exhibit a noticeable change in behavior and energy, usually by calming WAY down. It is only then that they will be able or willing to hear your concerns, feelings and needs. This is when a true conversation can begin.

USING NVC TO EMPATHIZE WITH OTHERS: 2-4 STEPS:

1. **Observation (optional):** **When I see/hear/observe.....**
 2. *****Feelings:** **Are you feeling.....**
 3. *****Needs:** **and needing.....**
 4. **Request (optional):** **Would you be willing to.....**
 Would you be willing to tell me what you hear me say?
 Would you be willing to tell me how you are feeling right
 now?
 Would you be willing to tell me how you feel about what
 I just said?
- ***essential steps**

| OBSERVATION OF COMMON SITUATIONS IN SCHOOLS | FEELINGS | NEEDS |
|---|---|---|
| You heard a website was posted all about you, with negative comments, put-downs | Angry, overwhelmed, hopeless, scared, sad | Respect, Competence, Efficiency, Rest, Making a Contribution, Balance |
| Your friend shared a story about you with many others that you considered private | Irritated, embarrassed, sad, humiliated, scared | Trust, Sharing, Connection, Privacy, Integrity |
| Parents are angry about how a health care situation was handled and yelling at you. | Scared, shut-down, defensive, confused | Emotional safety, clarity, understanding, appreciation, well-being of others, respect |
| Your attempts to reconcile two parties have failed. They are still feuding with each other. | Overwhelmed, hopeless, tired, scared, depleted | Meaningful work, Competence, Efficiency, Rest, Making a Contribution, Balance |
| Being expected to do something at work/school that is beyond your experience, comfort, and potentially your competency. | Afraid, embarrassed, shame, depleted, irritated, angry | Self-acceptance, Self-worth, Authenticity, Kindness, Honesty, Respect, Consideration, Dignity, Competence, Learning |
| Hearing difficult messages from school staff, parents, or teens | Confused, panicky, embarrassed, shame, anger, frustrated, irritated | Respect, Clarity, Effectiveness, Competence, Collaboration, Cooperation, Support, Kindness |
| Not enough time for self-care/ time off | Depleted, sad, frustrated, hopeless, angry | Rest, Ease, Exercise, Healthy food, Creativity, Balance, Fun |
| Not enough time to maintain healthy relationships/friendships | Sad, frustrated, hopeless, irritated | Empathy, Compassion, Connection, Fun, Creativity, Enjoyment, Love, Community |

RESOURCES:

Family Empowerment Networks: Compassionate Communication Classes/ Workshops.

Check out www.family-empower.com Calendar. Next workshop is 10/21 pm Fri + 10/22 am Sat

Nonviolent Communication by Marshall Rosenberg PhD. Read the first chapter at www.cnvc.org

Speak Peace in a World of Conflict: What You Say Next Can Change the World by Marshall Rosenberg

Getting Past the Pain Between Us: Healing and Reconciliation Without Compromise by Marshall Rosenberg

We Can Work It Out: Resolving Conflicts Peacefully and Powerfully by Marshall Rosenberg

Connecting Across Differences by Jane Marantz Connor & Dian Killian, Ph.D.

Choose Your Words: Professional Version by Melanie Sears (for health and mental health care workers)

Peaceful Living: Daily Meditations for Living with Love, Healing, and Compassion by Mary Mackenzie

Respectful Parents, Respectful Kids: 7 Keys to Turn Family Conflict into Co-operation by Hart + Kindle Hodson

Parenting from Your Heart: Sharing the Gifts of Compassion, Connection, and Choice by Inbal Kashtan

View resources, training opportunities, videotapes and more at the website for The Center for Nonviolent Communication, Inc.: www.cnvc.org

Restorative Circles, an example of a practical application of NVC that supports restorative justice in schools, prisons, and communities. See: www.restorativecircles.org; <http://www.cnvc.org/about-us/projects/nvc-schools/restorative-circles-brazil039s-schols/restorative-circles-brazil> and the many You-tube interviews with Dominic Barter, NVC trainer.

The “T” Exercise

Observation “

”

| | |
|----------------|-------------|
| Feeling | Need |
| Feeling | Need |

Anger

Think of an anger incident that you want to work on today.

- What was the stimulus: the event (in the form of a quote or observation)

- What was the cause: due to thinking that is life-alienating/ violence provoking
To help you, finish this sentence: “I get angry when I tell myself.....”

- What is the root: the underlying unmet need? You know you are connected to the unmet need when your anger dissipates. You can’t be angry AND connected to life. Needs are a celebration of life.

Feelings Inventory:

How We Are Likely to Feel When Our Needs ARE Being Met:

| | | | | |
|--------------|---------------|--------------|-------------|-------------|
| Adventurous | Compassionate | Enthusiastic | Invigorated | Reassured |
| Affectionate | Composed | Fascinated | Involved | Rejuvenated |
| Alive | Confident | Free | Intrigued | Relaxed |
| Amazed | Contented | Friendly | Joyous | Satisfied |
| Animated | Curious | Fulfilled | Lively | Secure |
| Appreciated | Dazzled | Glad | Loving | Serene |
| Aroused | Delighted | Glowing | Moved | Stimulated |
| Astonished | Eager | Grateful | Optimistic | Tender |
| Blissful | Ecstatic | Gratified | Overjoyed | Tickled |
| Calm | Elated | Happy | Peaceful | Thankful |
| Carefree | Empowered | Helpful | Pleased | Upbeat |
| Cheerful | Encouraged | Hopeful | Proud | Wonderful |
| Comfortable | Energetic | Inspired | Radiant | etc... |

Feelings Inventory:

How We Are Likely to Feel When Our Needs AREN'T Being Met:

| | | | | |
|---------------|--------------|-------------|-------------|----------------|
| Afraid | Depressed | Flustered | Lethargic | Repulsed |
| Aggravated | Despairing | Forlorn | Listless | Resentful |
| Agitated | Detached | Fragile | Livid | Sad |
| Alarmed | Devastated | Frazzled | Lonely | Scared |
| Alienated | Disappointed | Frightened | Mad | Self-conscious |
| Aloof | Disconnected | Frustrated | Mean | Shocked |
| Ambivalent | Discouraged | Furious | Miserable | Sorrowful |
| Anguished | Disengaged | Gloomy | Morose | Startled |
| Angry | Disgusted | Guilty | Mortified | Surprised |
| Annoyed | Dismayed | Harried | Mystified | Suspicious |
| Anxious | Distaste | Heartbroken | Nervous | Tepid |
| Apathetic | Distracted | Heavy | Nostalgic | Terrified |
| Ashamed | Distressed | Helpless | Numb | Torn |
| Baffled | Disturbed | Hopeless | Outraged | Troubled |
| Bewildered | Downhearted | Horrible | Overwhelmed | Uncomfortable |
| Bitter | Dull | Hostile | Pained | Uneasy |
| Bored | Edgy | Hurt | Panicky | Unhappy |
| Brokenhearted | Embarrassed | Impatient | Passive | Unsteady |
| Burned out | Embittered | Indifferent | Perplexed | Upset |
| Concerned | Envious | Insecure | Pessimistic | Vulnerable |
| Confused | Exasperated | Irate | Puzzled | Wary |
| Dazed | Fatigued | Irritated | Rattled | Weary |
| Dejected | Fearful | Jealous | Reluctant | Worried |
| Depleted | Fidgety | Lazy | Remorseful | etc... |

Needs Inventory:

"A need is life seeking expression within us." Marshall Rosenberg PhD.

Autonomy

To choose one's dreams, goals, & values
 To choose one's plan for fulfilling one's dreams, goals, & values
 Freedom
 Choice
 Independence
 Space
 Spontaneity

Connection

Acceptance
 Affection
 Appreciation
 Belonging
 Closeness
 Community
 Consideration
 Emotional Safety
 Inclusion
 Inspiration
 Interdependence
 Intimacy
 Love
 Reassurance
 Respect
 Self-love
 Support
 Sympathy
 Trust
 Understanding
 Warmth

Meaning

Awareness
 Celebration of life
 Challenge
 Clarity
 Competence
 Consciousness
 Contribution
 Creativity
 Discovery
 Efficacy
 Effectiveness
 Growth
 Learning
 Making a contribution
 Making a difference
 Mourning
 Participation
 Purpose
 Self-expression
 Stimulation
 Understanding

Physical Nurturance

Air
 Food
 Exercise
 Movement
 Physical Safety
 Rest/sleep
 Sexual expression
 Shelter
 Touch
 Water

Celebration

Gratitude
 To celebrate the creation of life and dreams fulfilled.
 To celebrate losses: loved one, dreams, etc. (mourning)

Integrity/Honesty

Authenticity
 Creativity
 Honesty
 Presence
 Self-worth

Play and Recreation

Exercise
 Fun
 Humor
 Joy
 Laughter

Spiritual Communion

Beauty
 Communion
 Ease
 Empathy
 Equality
 Harmony
 Inspiration
 Order
 Peace
 Unconditional Love