

5-Step Compassionate Communication Process (NVC)

1. **Daises & Daffodils** If appropriate and there is an interest in setting a positive mood... Consider thinking of true, kind and positive statements to say initially. ☺ Ex: "I value this relationship a great deal."
2. **Observation:** What are facts about what is occurring or not occurring? What happened or took place? (What do I actually see or hear...without interpretation, judgement, story, opinion, ideas, etc.)
3. **Feelings (see other side of this sheet):** What am I feeling in relation to the facts? Feelings open hearts.
4. **Needs (hopes) (see below):** What need(s) or hopes are NOT being met for me in this situation?
5. **Request:** What would make life more wonderful right now? (Be specific; What do I want? (Perhaps a behavior change, specific request, or discover your own needs for specific requests to support friends.) A good way to start a request is to say: "Would you be willing to....?" Be clear initially on what you want to achieve.

NEEDS/HOPES

Nonviolent Communication (NVC) – List of Common Needs (Hopes)

CONNECTION

acceptance
acknowledgement
appreciation
attention/listening
belonging
closeness
communication
communion
community
companionship
compassion
consideration
consistence
cooperation
empathy
flow
friendship
inclusion
intimacy
love
mutuality
nurturance
participation
presence
reassurance
respect/self-respect
shared reality

CONNECTION, cont.

support/help
thoughtfulness
to be heard
to have one's intentions seen
to know and be known
to be seen for who you are
to understand/be understood
trust
warmth

PHYSICAL WELL-BEING

affection
comfort
gentleness
health
movement/exercise
rest/sleep
safety
sexual expression
shelter
touch

SAFETY

predictability
protection
security
stability
structure

INTEGRITY

(wholeness)
authenticity
completion
dependability
effectiveness
efficiency
equality
honestly
mutuality
order

PLAY

adventure
fun
humor
joy
spontaneity

PEACE

balance
comfort
ease
harmony
kindness
patience
simplicity
trust

MEANING

aesthetics
awareness
beauty
celebration of life
challenge
clarity
competence
consciousness
contribution
creativity
discovery
fulfillment
growth
hope
inspiration
learning
mourning
purpose
self-expression
stimulation
to matter
understanding
validation

AUTONOMY

choice
freedom
independence
power in your world
privacy
self-expression
space

FEELINGS LIST

Feelings when your needs ARE satisfied

AFFECTION

compassion
loving
open-hearted
tenderness
warmth
to matter

HOPEFUL

expectant
encouragement
optimism

EXHILATATION

blissful
ecstatic
elation
exuberance
radiance
rapturous
thrilled

CONFIDENCE

empowerment
openness
prideful
safe
secure
clear
proud

EXCITEMENT

amazement
astonished
eager energetic
enthusiasm
giddy
invigoration
liveliness
passion
surprise
vibrancy

GRATEFUL

appreciated
moved
thankful
touched

INSPIRATION

amazement
awe
wonder

JOY

amusement
delight
gladness
happiness
jubilation
invigorated
glad
hopeful

PEACE

balance
calmness
centered
clear-headed
comfort
content
fulfillment
mellow
quiet
relaxation
relief
satisfaction
serenity
stillness
tranquility
trust
safe
understood
touched

ENGAGEMENT

alert
curious
enchanted
engrossed
entranced
fascination
interest
intrigue
open
spellbound
stimulation

REFRESHED

enlivened
rejuvenation
renewal
restful
restored
revived

Feelings when your needs are NOT satisfied

FEARFUL

apprehension
dread
frightened
panic
frozen
suspicion
terror
wary
alarm
reluctant
scared
startled
afraid
anxious

PAIN

agony
anguish
devastated
grief
hurt

PAIN, cont.

heartbroken
hurt
lonely
misery
regretful
remorseful
lonely

CONFUSED

ambivalent
bewilderment
puzzled
hesitation
lost
torn
troubled
uneasy
unclear

AVERSION

animosity
contempt
discomfort
dislike
hatred
hostility
repulsion
troubled
uncomfortable
uneasy
unnerved
unsettled
upset

FATIGUE

beat
depletion
exhausted
listless
sleepy
tired
weary

SADNESS

depression
despair
disappointed
discouraged
disheartened
gloomy
heavy-hearted
hopeless
unhappy

TENSION

anxious
distressed
edgy
irritable
jittery
nervous
overwhelmed
restless

ANNOYANCE

aggravated
dismayed
displeasure
exasperated
frustrated
impatient
irritated

VULNERABLE

fragile
guarded
helpless
insecure
leery
scared
sensitive
shaky
skeptical
suspicion
tenderness
wary

YEARNING

envy
jealousy
longing
nostalgic
pining

DISQUIET

agitated
concern
discomfort
grumpy
restless
shock
surprise
uneasy
unsettled
upset
worry

STATE OF DISCONNECTION

aloof
apathetic
boredom
indifferent
lonely
numb

* **Note:** Anger is not often a primary feeling in CC; it is a state that occurs as a result of our thinking about a situation. Make sure to identify a primary feeling first. Also, avoid using concepts as feelings: instead of saying “I feel abandoned” (abandoned is not a feeling, it is a thought/concept), consider saying: “I feel sad that they left.”