



Center for Nonviolent Communication
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Nonviolent Communication SM (NVC) is a process that strengthens our ability to inspire compassion from others and respond compassionately to others and ourselves. NVC guides us to reframe how we express ourselves and how we hear others by focusing our consciousness on what we are observing, feeling, needing, and requesting. Practical and proven in daily life around the world, Nonviolent Communication is a reliable language for being heard, hearing others, clearly and confidently expressing our needs and dreams, and for working through conflict with compassion and success.

Nonviolent Communication Training strengthens our ability to:

- * Make clear, non-interpretive observations when others' words or actions conflict with our own values.
- * Evaluate honestly without passing judgment.
- * Request assertively the cooperation we need without demanding or commanding.
- * Understand and respect the feelings and needs underlying communications we receive from others even when we do not like the form of the message.

Dr. Marshall B. Rosenberg developed Nonviolent Communication and founded The Center for Nonviolent Communication (CNVC), a global organization whose vision is a world where everyone's needs are met peacefully. CNVC contributes to this vision by facilitating the creation of life-serving systems. We do this by living and teaching the process of NVC which strengthens the ability of people to compassionately connect with themselves and one another, share resources, and resolve conflicts.

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Expressing with Courageous Honesty

1. What is the observable behavior: Take care not to mix observations with evaluations.

When I (saw, heard, remembered, imagined) _____

2. Making myself vulnerable (by expressing true feelings):

Take a moment to feel the feelings before stating them. Yes, there is time! If you say "I feel like/that/it/I/you" no feelings follow.

I am _____

3. Stating my dream, want or unmet need:

The dream may include you and others.

Because I (need, value, want) _____

4. Making my connecting request in positive, "do-able" action language:

And now I would like

- a) you to tell me what you heard me say.
- b) you to tell me if this sounds to you like a demand or a request for cooperation.
- c) you to tell me how you feel about what I said.
- d) you to tell me what you wish had happened.
- e) you to tell me how you feel about exploring possible solutions.
- f) you to tell me your thoughts and opinions about this.

Receiving with Empathy

1. What is the observable behavior: Take care not to mix observations with evaluations.

When you (saw, heard, remembered, thought, . . .)

2. Guess the feelings: What might the person be feeling?
Take a moment to guess his/her feelings.
Are/were you (hurt, sad, scared, glad, relieved, concerned, puzzled . . . ?)
You “must” have been (dismayed, frightened, delighted . . .)
I am guessing that you were (upset, annoyed, grateful . . .)

3. Guess the need: Use because “you,” not “I.”
Feelings are created by needs being met or not met.
Because you were needing (trust, peace, support . . .)

4. Guess the connecting request in positive action language:

And now you would like

- a) me to tell you what I heard you say?
- b) me to tell you how I feel about what you said?
- c) me to tell you if that sounds to me like a demand or a request for cooperation?
- d) me to tell you an experience of mine that I’d like to share?
- e) to explore some solutions together?

FEELINGS

Feelings we tend to have when our NEEDS are not satisfied:

*ANGRY	HURT
SAD	SCARED
ANXIOUS	IRRITATED
NERVOUS	CAUTIOUS
EMBARRASSED	OVERWHELMED
GRIEF	LONELY
**DISAPPOINTED	WITHDRAWN
TORN	HOPELESS
DISMAYED	DISHEARTENED
PUZZLED	IMPATIENT
PERPLEXED	TROUBLED
CONFUSED	UNEASY
FRUSTRATED	CONCERNED

Feelings we tend to have when our NEEDS are satisfied:

GLAD	AMAZED
JOYFUL	SECURE
APPRECIATION	RELIEVED
COMFORTABLE	PEACEFUL
ALIVE	THRILLED
ENERGETIC	SURPRISED
CALM	SATISFIED
LOVING	MOVED
ECSTATIC	RADIANT
ELATED	REFRESHED
AFFECTIONATE	JUBILANT
FASCINATED	INTRIGUED
EXUBERANT	TENDER

***ANGRY:** serves as an alarm system, underneath usually is sad, hurt and scared.

****DISAPPOINTED:** use cautiously with children, points to our expectations.

MAD: "When I hear the word "mad" I think of dogs with rabies and I wonder if you can come up with different words to describe what you are feeling?"

Adapted from Marshall Rosenberg, PhD, by M.Brogli, Center for Nonviolent Communication www.cnvc.org

"NON-FEELINGS" (FAUX-FEELINGS)
or
What We Think People Do to Us

ABANDONED	INTIMIDATED	smothered
ABUSED	isolated	stupid
attacked	invalidated	threatened
blamed	invisible	trampled
betrayed	left out	tricked
caged	let down	accepted
cheated	MANIPULATED	unheard
cornered	misunderstood	UNIMPORTANT
criticized	NEGLECTED	unseen
distrusted	overpowered	untrusted
dumped on	overworked	UNWANTED
guilty	patronized	unworthy
hassled	pressured	USED
ignored	put down	violated
inadequate	rejected	worthless
insulted	ripped off	

Beware!!!

When one uses “I feel (**like, that, as if, or any pronoun**) . . . “ feelings are unlikely to follow. What typically follow are thoughts, judgments, evaluations and/or criticism of others. The focus shifts from about the speaker to about other.

Adapted by Marcelline Brogli and Pat Kurtz

Needs

meaning	autonomy	connection	physical	community
acknowledgement	choice	acceptance	air	collaboration
awareness	freedom	belonging	hydration	equality
beauty	independence	closeness	movement	inclusion
celebration	space	communication	rest	mutuality
clarity		companionship	safety	support
closure	authenticity	compassion	shelter	
competence	aliveness	empathy	sustenance	peace
contribution	creativity	interdependence	touch	beauty
effectiveness	honesty	intimacy		consciousness
growth	integrity	love	play	ease
hope	openness	respect	excitement	flow
inspiration	self expression		fun	harmony
learning	to be heard/seen		humor	presence
mourning	transparency		joy	spaciousness
mystery	trust		laughter	spiritual connection
purpose				
stimulation				
understanding				