

Non-Violent Communication (NVC) Model Components

Observation:

- Objective, concrete, factual, and measurable
- Not an interpretation
- All parties can agree that the observation is what happened

Feelings:

- Sad, Angry, Happy, etc.
- Not an evaluation (*Example: Selfish, Stupid, Lazy, etc.*)
- Not a mixed evaluation (*Example: Manipulated, Neglected, Used, Ignored, etc.*)
- Not a thought, judgment, evaluation, or criticism (If “*I feel...*” is followed by “*it...*”, “*that...*”, “*like...*”, “*I...*”, or “*you...*”, then what is expressed will most likely be a thought.)

Needs:

- Universal: all people have them
- Independent of any specific person, event, situation, or action

Request:

Would you be willing:

- to tell me what you heard me say; or
- to tell me how you feel about what I said; or
- a specific, concrete, achievable, and current request.

Versus a Demand: differentiating requests from demands can usually be found in how the person making the request responds to an answer of “No.”

NVC: Enriching Feelings Literacy

<p><u>Sad</u></p> <p>Anguished Ashamed / Guilty Depressed Disappointed / Discouraged Disheartened Fragile Hopeless / Despairing Hurt / Brokenhearted Lonely Miserable / Numb Troubled Vulnerable</p>	<p><u>Glad</u></p> <p>Confident Delighted Encouraged Excited Grateful Happy / Thrilled / Ecstatic Hopeful / Eager Inspired / Elated Optimistic Proud Relieved / Secure Satisfied</p>	<p><u>Angry</u></p> <p>Agitated Annoyed / Irritated Disgusted Furious / Outraged Hateful Hostile / Bitter Impatient Jealous Pessimistic Resentful Restless Upset / Numb</p>
<p><u>Tired</u></p> <p>Burned out Distracted Exhausted / Depleted Fatigued / Frazzled Fragile Helpless Indifferent Lethargic Overwhelmed Restless Off center Weary</p>	<p><u>Scared</u></p> <p>Alarmed Anxious Guarded / Numb Horrorified / Terrified Jealous Lonely Nervous / Suspicious Overwhelmed / Guilty Panicky Shocked Tense / Wary Worried / Disturbed</p>	<p><u>Confused</u></p> <p>Bewildered Doubtful Frustrated / Conflicted Hesitant / Cautious Hurt Puzzled / Rattled Reluctant / Unclear Skeptical Torn / Unsure Troubled / Unsettled Uncomfortable Uneasy / Disturbed</p>
<p><u>Peaceful</u></p> <p>Absorbed / Blissful Alive Amazed / Awed Calm Dazzled Comfortable Confident / Secure Content / Satisfied Fulfilled Loving Relaxed Serene</p>	<p><u>Loving</u></p> <p>Affectionate / Warm Alive Appreciative Aroused Content Electrified Fulfilled Moved Nurtured / Nurturing Sensitive Tender / Enchanted Trusting</p>	<p><u>Playful</u></p> <p>Creative Curious / Intrigued Eager / Interested Energetic Exhilarated / Exuberant Fascinated Free / Adventurous Inspired Invigorated Passionate Stimulated Refreshed</p>

NVC: Enriching Needs Literacy

<p style="text-align: center;"><u>Physical Survival</u></p> <p>Air / Water / Food Shelter Safety / Security Health Touch Sexual Expression Rest / Relaxation Consistency</p>	<p style="text-align: center;"><u>Nurturance</u></p> <p>Touch Physical Affection Warmth Tenderness Caring Bonding Comfort</p>	<p style="text-align: center;"><u>Mental</u></p> <p>Awareness Mindfulness Comprehension / Knowledge Clarity / Understanding Stimulation / Challenge Reflection Discrimination Wisdom</p>
<p style="text-align: center;"><u>Autonomy</u></p> <p style="text-align: center;">To choose one's values and how to realize them</p> <p>Freedom (physical, emotional, and spiritual) Choice Independence (to choose the goals for fulfilling one's values) Individuality Self-empowerment Solitude</p>	<p style="text-align: center;"><u>Integrity</u></p> <p style="text-align: center;">To live in accord with one's values</p> <p>Respect / Self-Respect Self-Worth Authenticity (To be true to oneself) Purpose / Meaning Vision / Dreams Honesty Effectiveness</p>	<p style="text-align: center;"><u>Interdependence</u></p> <p style="text-align: center;">To receive and extend to others</p> <p>Contribution to the enrichment of life (To give that which contributes to life) Acceptance Appreciation Closeness Community Compassion Connection Consideration Cooperation Emotional safety and freedom Empathy Generosity Gratitude Honesty (The empowering honesty that allows us to learn from our limitations) Inclusion Intimacy Love Reassurance Respect Support Sympathetic Joy Trust Understanding Warmth</p>
<p style="text-align: center;"><u>Self-Expression</u></p> <p>Creativity Growth Healing Learning / Mastery Meaning Teaching Creating / Generating</p>	<p style="text-align: center;"><u>Celebration of Life</u></p> <p style="text-align: center;">To celebrate the creation of life and dreams fulfilled</p> <p>Aliveness Delight Excitement Humor Intensity Passion Play Pleasure Stimulation</p>	
<p style="text-align: center;"><u>Spiritual Energy</u></p> <p>Being-ness Beauty Harmony / Order Peace Grace Inspiration Equality Mutuality</p>	<p style="text-align: center;">To celebrate losses</p> <p>Mourning loved ones Cycles of birth and death Mourning our limitations Grieving visions and dreams unfulfilled</p>	