

Collaborative Communication

* All actions are attempts to meet a need. * All humans have the same needs. * Feelings point to (un)met needs. * We all have the capacity for compassion and growth. * Self-connection creates inner peace, connects us with our humanity, and helps us make conscious choices. * 'Power with' balances our interdependence & need for autonomy. * Creativity creates abundance for meeting needs. * The goal is connection.

Observations – what we can observe with our 5 senses; specific in time and context	Feelings – Emotions and body sensations. We can listen for feelings behind any thoughts we sense
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Needs – fundamental longings. Not the strategy we prefer, but what's so important to us, at our core	Requests – specific, positive, current request (vs. demand or expectation) to support our needs
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Needs / Longings

Acceptance	Closeness	Equality (to matter)	Movement	Security
Air	Communication	Food	Mutuality	Self-expression
Appreciation	Community	Growth	Order	Sexual expression
Authenticity	Compassion	Harmony	Participation	Shelter
Autonomy	Competence	Health	Peace	Stimulation
Awareness	Connection	Honesty	Physical well-being	Support
Balance	Consideration	Hope	Play	To be seen
Beauty	Contribution	Inclusion	Presence	To matter
Belonging	Cooperation	Inspiration	Purpose	Touch
Celebration	Creativity	Integrity	Reassurance	Trust
Challenge	Ease	Intimacy	Respect (to matter)	Understanding
Choice	Effectiveness	Love	Rest	Warmth
Clarity	Empathy	Meaning	Safety	Water

Feelings

Afraid	Curious	Frightened	Miserable	Shocked	Feelings mixed with thoughts: Abandoned Abused Attacked Betrayed Cheated Coerced Distrusted Ignored Intimidated Manipulated Misunderstood Neglected Not listened to Overworked Pressured Rejected Threatened Unappreciated Unsupported
Aggravated	Dejected	Frustrated	Mortified	Stimulated	
Agitated	Delighted	Fulfilled	Moved	Stressed	
Alarmed	Depressed	Furious	Nervous	Surprised	
Amazed	Disappointed	Glad	Numb	Tender	
Ambivalent	Discouraged	Grateful	Open	Tense	
Amused	Disgusted	Grieving	Optimistic	Terrified	
Angry	Disheartened	Happy	Outraged	Thankful	
Anguished	Distressed	Hopeful	Overwhelmed	Tired	
Annoyed	Eager	Hopeless	Peaceful	Torn	
Anxious	Ecstatic	Hurt	Petrified	Touched	
Appreciative	Edgy	Impatient	Puzzled	Troubled	
Apprehensive	Embarrassed	Insecure	Regretful	Uncomfortable	
Ashamed	Energetic	Inspired	Relaxed	Unhappy	
Bored	Enthusiastic	Intrigued	Relieved	Unsettled	
Calm	Envious	Irritated	Remorseful	Upset	
Comfortable	Exasperated	Joyful	Repulsed	Vulnerable	
Concerned	Excited	Jubilant	Resentful	Weary	
Confident	Exhausted	Listless	Restless	Worried	
Conflicted	Exhilarated	Lonely	Sad		
Content	Fascinated	Longing	Scared		

I have hard copies available (post card size). Please contact me if you are interested in having one or more copies.

Compassionate Communication

* All actions are attempts to meet needs * All humans have the same needs * Feelings point to (un)met needs * We all have the capacity for compassion and growth * Self-connection facilitates inner peace, seeing our humanity, conscious choices* 'Power with' balances our interdependence & need for autonomy * Creativity creates abundance for meeting needs * The goal is connection

Observations Feelings Needs Requests

O - Specific time & context, free of evaluations (evaluations with "you are," judgemental verbs/adverbs/adjectives, only-possibility inferences, certain predictions, vague referents, exaggerations)
 F - True feeling words, free of evaluation of yourself & others. It's a thought if "I think" fits.
 N - Not an action/strategy R - Mamnoon, positive, concrete, can do now (do / connect)
 Example: When I see ... I feel ... because I need Would you be willing to ...

Needs	Clarity	Equality	Movement	Security
Acceptance	Closeness	Food	Mutuality	Self-expression
Air	Communication	Growth	Order	Sexual
Appreciation	Community	Harmony	Participation	expression
Authenticity	Compassion	Health	Peace	Shelter
Autonomy	Competence	Honesty	Physical well-being	Stimulation
Awareness	Connection	Hope	Play	Support
Balance	Consideration	Inclusion	Presence	To be seen
Beauty	Contribution	Inspiration	Purpose	To matter
Belonging	Cooperation	Integrity	Reassurance	Touch
Celebration	Creativity	Intimacy	Respect	Trust
Challenge	Ease	Love	Rest	Understanding
Choice	Effectiveness	Meaning	Safety	Warmth
	Empathy	Mourning		Water



Card summary by Elke Haggerty, LL.M, MBA, Process Works (780) 933-5542

Feelings

Afraid	Dejected	Frustrated	Moved	Stressed	NOT feelings:
Aggravated	Delighted	Fulfilled	Nervous	Surprised	abandoned
Agitated	Depressed	Furious	Numb	Tender	abused
Alarmed	Disappointed	Glad	Open	Tense	attacked
Amazed	Discouraged	Grateful	Optimistic	Terrified	betrayed
Ambivalent	Disgusted	Grieving	Outraged	Thankful	cheated
Amused	Disheartened	Happy	Over-	Tired	coerced
Angry	Distressed	Hopeful	whelmed	Torn	distrusted
Anguished	Eager	Hopeless	Peaceful	Touched	ignored
Annoyed	Ecstatic	Hurt	Petrified	Troubled	intimidated
Anxious	Edgy	Impatient	Puzzled	Uncom-	manipulated
Appreciative	Embarrassed	Insecure	Regretful	fortable	misunderstood
Apprehensive	Energetic	Inspired	Relaxed	Unhappy	neglected
Ashamed	Enthralled	Intrigued	Relieved	Unsettled	overworked
Bored	Enthusiastic	Irritated	Remorseful	Upset	patronized
Calm	Envious	Joyful	Repulsed	Vulnerable	pressured
Comfortable	Exasperated	Jubilant	Resentful	Weary	provoked
Concerned	Excited	Listless	Restless	Worried	rejected
Confident	Exhausted	Lonely	Sad		threatened
Conflicted	Exhilarated	Longing	Scared		unappreciated
Content	Fascinated	Miserable	Shocked		not listened to
Curious	Frightened	Mortified	Stimulated		unsupported

Based on the work of Dr. Marshall B. Rosenberg and the Center for Nonviolent Communication
www.cnvc.org.