

The Process of Nonviolent Communication

Nonviolent Communication identifies three ways to build connection within oneself and with another:

- **Self-empathy** – practicing self-listening
- **Empathy** – listening to another, fully present, attuned
- **Honest self-expression** – sharing authentically in ways that inspire compassion

For either empathy or honesty, these four guideposts foster awareness and heart-felt connection:

1. **Observation**

Become aware of *specific aspects* of this situation affecting the sense of well-being. Notice the actual *facts* (specific words, actions, direct perceptions) as *differentiated* from evaluation.

2. **Feeling** (See vocabulary of feelings and needs)

Notice and connect with the *feelings* that arise. Find words that help to locate, clarify, and to convey the *feelings, emotions* and *sensations* that are being experienced – *versus* interpretations.

3. **Needs** (See vocabulary of feelings and needs)

Explore and connect with the *living energy of needs* that underlie the feelings. ‘Needs’ here refer to how life seeks fulfillment through us. Needs, or values, are common to *all* people. Universal human needs are the fundamental to our complete well-being. The beauty of our needs as understood here is *differentiated from* thought-driven agendas, desires, expectations, or strategies.

4. **Request**

Ask for what would help to honor needs. A request is *not* a demand, *not* a strategy to control or to defend. A clear request is: *specific*, asks for a *positive* response, and is *do-able* – right now.

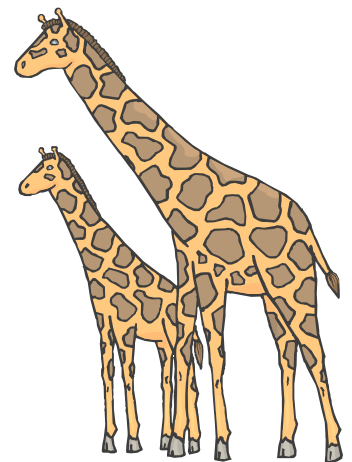
E.g. Requests to help meet the human need to be heard and to connect: **“Would you be willing to let me know what you heard me say?”** and **“Knowing that about me, how do you feel now?”**

Empathy - listening, tuning in to *feelings* and *needs* (in self or other)

Observation	“When you hear, see, or recall ...
Feeling	do you feel ...?
Need	because you need (or value) ...?
Request	And would you like ... (specific action)?”

Honesty - expressing my *feelings* and *needs/ values*

Observation	“When I hear, see, or recall ...
Feeling	I feel ...
Need	because I need (or value) ...
Request	Would you be willing to ... (specific action)?”



Adapted by Barbara Wiebe from the work of Dr. Marshall B. Rosenberg
and the Center for Nonviolent Communication, www.cnvc.org