

Observation :

- 1. Without evaluation. Neutral: neither good nor bad.
- 2. Both parties agree with it —> it helps to create common ground.
- 3. I can sense it with one of my senses.
- 4. It stimulates my feelings, but it isn't the real cause.

Feeling:

- 1. What is happening in my heart? (Not in my head.)
- 2. A feeling refers only to one person. No criticism in it!
- 3. Each and every human being has the right to feel the way he or she feel. Everyone has the right to own his or her feelings.

Needs:

- 1. Each human being has the same need.
- 2. There are endless different strategies to meet each need.

- 3. It isn't related to a specific person taking a specific action.
- 4. Needs are never in conflict, only the strategies can be.
- 5. On this level we can reach out to each other's hearts and to see the humanity in one another.
- 6. Never the lack of something, but the beautiful dream we want to manifest.
- 7. The real cause (root) of feelings.
- 8. Behind each action and word we can find at least one need.
- 9. Neutral: neither good, nor bad.

Requests:

- 1. Not demands.
- 2. Doable.
- 3. Related to the present.
- 4. Measurable (if they are done or not).
- 5. I am interested in meeting each involved party's needs

Think through, when something happened that I don't like :

I see, hear

I feel

because I would like.....

Please, would you?

Guess, what might be going on in the other person:

do you feel.....

because would you like.....?

After going through this process, what is your planned action?

.....

.....

The purpose of Nonviolent Communication is to create and maintain the quality of connection

WHERE EVERYONE'S NEEDS ARE MET.



Violence: when my action does not spring from love.



NONVIOLENT COMMUNICATION

Foundation for Nonviolent Communication

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Based on Marshall Rosenberg's work | www.cnvc.org

Do I want to be right or to enjoy life?

I feel like this when my needs are met

- expanded
- enthusiastic
- moved
- amazed
- grateful
- relieved
- cheerful
- hopeful
- satisfied
- comfortable
- inspired
- surprised
- content
- interested
- thankful
- delighted
- joyful
- touched

I feel like this when my needs are NOT met

- contracted
- disappointed
- hopeless
- afraid
- disgusted
- horrified
- anxious
- embarrassed
- lonely
- apprehensive
- fearful
- overwhelmed
- concerned
- helpless
- sad
- confused
- hesitant
- worried

Needs Inventory, the roots of our feelings

Enjoying life

- aliveness
- beauty
- comfort
- ease
- fun
- harmony
- joy
- peace
- play
- safety (emotional and physical)
- self-development
- simplicity
- stability

Meaning

- clarity
- contribution
- serving life

Integrity

- dignity
- love
- self-acceptance
- self-esteem
- self actualization

Evolution

- adventure
- challenge
- creativity
- equal opportunities
- inspiration
- learning

Autonomy

- choice
- freedom
- mutual respect
- spontaneity

Social Connection

- belonging
- care
- cooperation
- encouragement
- feedback (celebration or mourning)
- friendship
- honesty, understanding
- support
- tenderness

Physical Sustenance

- air
- liquid
- nurturance
- physical well-being
- rest
- sensuality
- sexuality

I threatened my life when I do not know how to stand up for myself and connect with empathy to the other person.

If I do not value my needs others won't do it either.

Never allow outside authority to make you submit or rebel. Ask yourself: am I doing this out of love or fear? In each situation there is a peaceful or loving reaction.

When I notice the unmet needs behind my anger I allow my life energy to flow.

THE PROCESS OF TRANSFORMING ANGER:

1. Stop! Breathe! I acknowledge that I am angry.
2. I identify the critical thoughts that generated the anger.
3. I make a clear observation of the stimulus (trigger).
4. I connect with my feelings and unmet needs.
5. I guess the possible feelings and needs of the other person.
6. Action?

"Whenever I criticize someone I give myself permission to overlook my contribution to the situation."

Éva Rambala

*"Every criticism is a tragic expression of an unmet need."
Marshall Rosenberg*

"Peace comes not from the absence of conflict but from the ability to cope with it."

Dan Millman

Each conflict is a great opportunity to get closer to or create more distance from each other.

FOUR CHOICES OF HEARING A NEGATIVE MESSAGE:

Separating:

1. Blaming myself (self-victimization, depression, shame, guilt)
2. Blaming others (anger)

Connecting:

3. Empathizing with my feelings and needs
4. Guessing with the other person's possible feelings and needs

Saying NO is important, because if I do not value my needs others won't do it either.

SELF-EMPATHY PROCESS:

1. I identify the critical inner thoughts. Honestly!
2. I identify the observation on which I based my interpretation.
3. Mourn: I connect with my feelings and unmet needs .
4. Forgive: I connect with the need I tried to meet when I took the action which I regret now.
5. Take action: If I have the sense I am ready to take an action that is designed to meet both the need I was originally trying to meet and the need that I was unable to meet earlier.