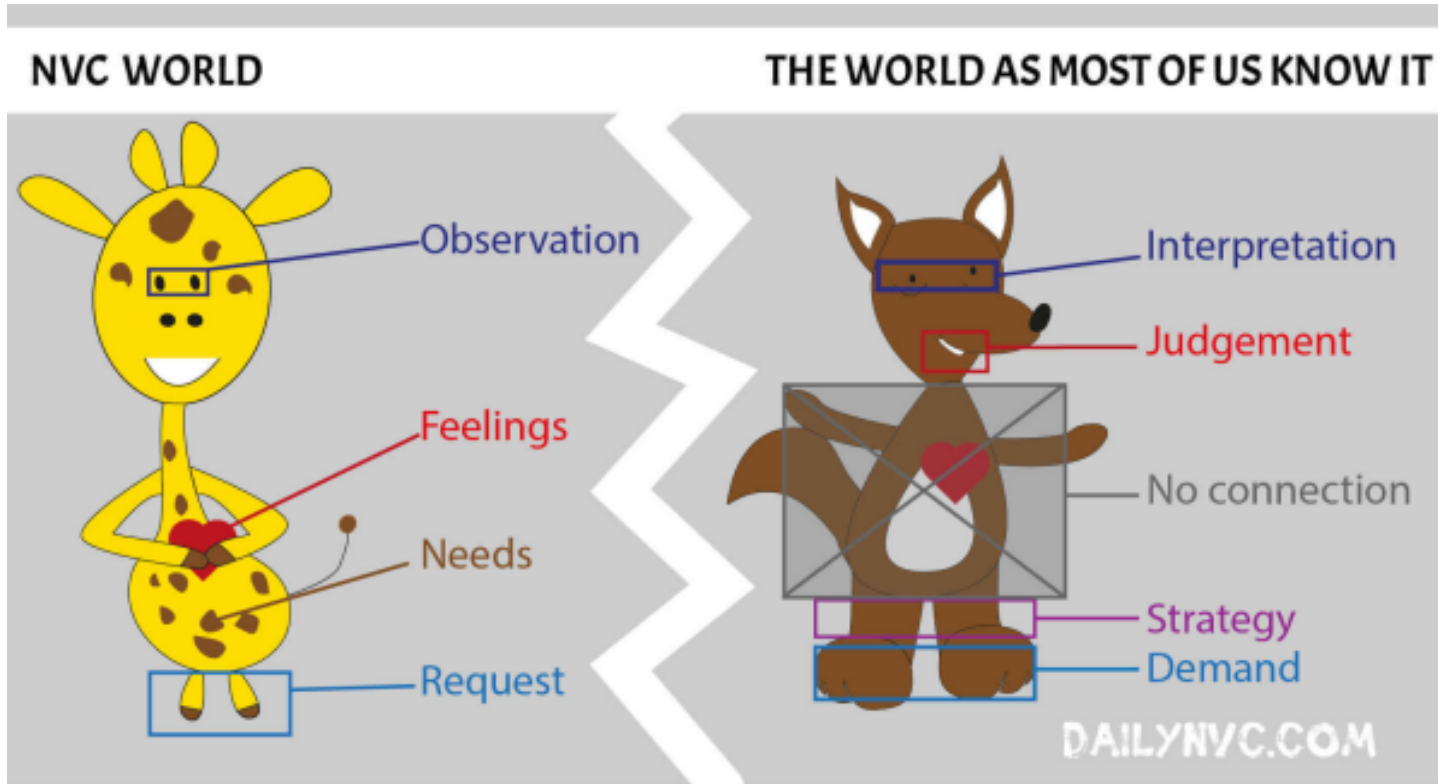


# *Non-violent Communication, or NVC:*



# Basics of NVC:

<b>Observation</b>	<i>When I observed/noticed ...,</i>	<b>do:</b> be specific, name facts <b>dont:</b> Evaluation/Judgment/Assumption <b>dont:</b> 'blanket statements' (ex: always, never, etc)
<b>Feeling</b>	<i>I felt ...,</i>	<b>dont:</b> "I feel as if/like/that ... " <b>dont:</b> ...-ed (likely a thought naming unmet need)
<b>Need</b>	<i>Because I have a need/value for ...</i>	<b>do:</b> Values, Desires, Needs <b>dont:</b> "... you/someone to ... "
<b>R (or SEER)</b> <b>Self-Empathy,</b> <b>Empathy, Request</b>	<b>S-E: Do I need a break?</b> <b>E: How does this land for you?</b> <b>R: Would you be willing to ...?</b>	<b>do:</b> make Requests very specific <b>do:</b> discuss follow-up <b>dont:</b> demand ~ if receive a "no", what are they saying "yes" to?

# 1. Observation

"When I observed ..."

---

# 2. Feeling (s)

"I realized I was feeling ..."

---

# 3. Need-Value (s)

"Because I was needing ..., and I also really value ..."

---

# 4. SEER - Awareness & Choice:

## Self-Empathy:

### - Pause:

"As I've shared this, I'm realizing: I'm feeling lots of emotions come up. Mind if we take 5 min break? I need to take care of myself."

---

## Empathy for another:

### - Empathy:

"I am hearing how difficult it is for you..."

"How is what I just shared feeling/landing for you?"

### - Empathy

"Are you feeling ... as your need for ... is (not) met?"

### - Validation:

"Your feeling ... makes sense to me. ..."

---

## Request:

### - Request:

"Would you be willing to...?"

---

## Connection:

### - Curiosity:

"I wonder ..."

### - Reflection:

"Let me see if I got that. I hear you say you are feeling ... because you are needing ... Did I get that?"

### - Ask to Mirror:

"I want to make sure I expressed what I meant to - would you be willing to say back to me what you heard me say just now?"

## Self-Empathy and Awareness:

What are my Feelings?

- ~ Vulnerability and honesty with myself: Am I lost? Confused? Scared?
- ~ Am I amused?

What are my Needs?

- ~ Do I need respect?
- ~ Do I need a break to re-ground?  
(Specify time when you plan to return – avoid possible feeling of abandonment by the other person.)
- ~ Do I really need to use a bathroom?

**R (or SEER)**  
Self-empathy,  
Empathy, request

**S-E: Do I need a break?**

*E: How does this land for you so far?*  
*R: Would you be willing to ... ?*

Request and **not demand**  
(i.e. open to getting a 'No')

## Empathy as Curiosity:

What are they Feeling?

- ~ How are you feeling about it?
- ~ How is what you've heard so far, landing for you?
- ~ I imagine you feel really upset about this?
- ~ Sounds like you are very frustrated by this?

What are they Needing?

- ~ You really value good sleep, don't you?
- ~ I see that everyone following the norms of the community is really important to you?
- ~ It seems to me you care deeply about our sustainability practices?

**R (or SEER)**

Self-empathy,  
Empathy, request

**S-E: Do I need a break?**

**E: How does this land for you so far?**

**R: Would you be willing to ... ?**

Request and **not demand**  
(i.e. open to getting a 'No')

## Request as Curiosity:

- ~ Would you be willing to share more?
- ~ I'd love to understand better – could you tell me ...
- ~ Would you be open to ...?
- ~ Would it be ok to ask you to ...?
- ~ I wonder if you may be interested in ...?
- ~ Would you like to hear my reflection?

**R (or SEER)**  
Self-empathy,  
Empathy, request

**S-E: Do I need a break?**  
**E: How does this land for you so far?**  
**R: Would you be willing to ... ?**

Request and **not demand**  
(i.e. open to getting a 'No')

## *“Faux Feelings” Test:*

*“When I think I am ... [disrespected?],  
I feel ... because  
my need for ... [respect?] is not met.”*

*Reflection =*  
*Paraphrasing summary +*  
*Focus on Needs & Feelings*

*Curiosity =*  
*“I wonder ...”*  
*“Can you tell me more?”*

# Power of Curiosity

## Internal experience

## Communication with Curiosity

**Assumption:**  
I am sure I know  
(what they need).

What are you feeling? Needing?  
How are you feeling about this?

**Judgment/Evaluation:**  
I know better.  
I see more clearly than they do.  
They are wrong, I am right.

I want to understand you better.  
Would you be willing to say more?  
Can you tell me more?

**iFix-It:**  
I know what to do.  
I know how to solve this.  
I should solve this.

Are you feeling ...? Do you have a need for ...?  
*(Empathy Guessing)*  
I heard you say .... Do I have this right?  
*(Doing Mirroring)*

# Resolution Process:

1. **Needs 1:** Name your own Observation, Feelings and Needs.
2. **Needs 2:** Ask for clarity, clarification from the other person →  
Then summarize/guess/reflect their Feelings and Needs.  
Validate (if needed) with  
“It makes sense that you may be feeling ...  
because you are needing ...”
3. **Shared Needs:** name ALL (both your and their) needs (“Needs Soup”)
4. **Solutions:** make a request (“Would you be willing to ...?”)  
Or ask if they have any suggestions how All’s needs could be met.  
Continue negotiation if possible.
5. **Finalize:** If found solution – repeat solution & specifics,  
check if anything unclear.  
If needed, commit to follow-up (name when & how)

## *Check In // Check Out:*

*“I feel ...  
because my need for ...  
was/wasn't met.”*