

Think of Something you're grateful for!

I'm grateful for: \_\_\_\_\_

Then can you identify a need that's being met?

I'm grateful for \_\_\_\_\_  
because I value/need \_\_\_\_\_.

Then Share that!

Can you both identify other possible needs met?

Think of something you're frustrated about  
or were uncomfortable with.

Then can you identify a need that's not being met?

Then share:

I'm frustrated/uncomfortable with  
(your clear observation) \_\_\_\_\_  
because I value (or have a need for) \_\_\_\_\_.

## Tossing a feeling!

One person 'tosses' a feeling to another. Either from the blue or the red list.

Person receiving:

Think of a time when you felt that feeling. Then;

“When \_\_\_\_\_(short description)\_\_\_\_\_

I felt \_\_\_\_\_(need you were given) \_\_\_\_\_

Because I needed/valued \_\_\_\_\_”

Then pick another feeling and 'toss' to someone else.

Share an experience with each other:

Think of a time when you felt stimulated by something. Then share...

“When \_\_\_\_\_(short description)\_\_\_\_\_

I felt \_\_\_\_\_

Because I needed/valued \_\_\_\_\_”

Take turns.

Then share any other insights connected to Needs and Feelings you had during the week.

## What are the Needs in the news:

1. "Now that vaccines are available, we can finally get back to our normal lives."
2. "Teachers should be able to get the vaccine immediately."
3. "If you don't feel safe, buy a shotgun,"
4. There's no way I'll take the vaccine. It's all a plot to control us.
5. "The Democrats used the coronavirus to change your system of voting. They vastly increased the number of mail-in ballots because they knew their candidates would benefit from less secure voting, and they were right,"
6. It's all a hoax, it's no worse than the flu.
7. Is there a news item/quote that's triggering for you? Use it!

# Empathy

Feeling something uncomfortable?

Then: Not too much info. What happened? How did you feel?

**Listeners:** Identify feelings you hear first.

Then be curious, use the “Feelings and Needs” sheet.  
Then guess!

When I hear you say \_\_\_\_\_  
Are/were you feeling \_\_\_\_\_  
And needing \_\_\_\_\_?

**Storyteller:** you can respond, say yes or no...  
perhaps say a LITTLE more...

**Listeners:** Make more guesses to feelings and needs.  
No strategizing, advising, explaining, or educating!

**Cultural attempts at empathy (our habitual responses):  
Tend to be about the listener's needs, rather than the one receiving.**

- Advising – “I think you should...” “How come you didn't....”
- One-Upping – “That's nothing, listen to what happened to me...”
- Educating – “If you looked at it this way...”
- Consoling – “I know you did the best you could.”
- Story-telling – “That reminds me of the time...”
- Sympathizing – “Oh, you poor thing.”
- Explaining – “The reason that happened was...”
- Correcting – “That's not what happened...”
- Information Gathering - “So, they first said... and then...”

*Life happens...*

We get stimulated!

Self-soothe if needed.

Get empathy!

Either take time by yourself to identify your feelings and needs, or ask for help from someone else!

Then decide how you want to respond:

Self-care and addressing personal needs.

Express your feelings and needs and connect to others

Empathize with the other's feelings and needs.

Make a request?



# Say “Hello” sharing a Mourning and a Celebration.

**Mourning:** a need not being met this week.

Is there something you’re uncomfortable with?

**Celebration:** a need being met this week.

Is there something you’re happy/excited about?

When \_\_\_\_\_

I felt \_\_\_\_\_

Because my need for \_\_\_\_\_

was (or) was not being met.

**Listener:** Would you like some empathy?

## **Reframing “Non-feeling” words.**

Remember: We use judgments as feelings. When I say, “I’m feeling Invalidated.” I’m actually sharing a judgment. Can you decode it to a genuine feeling and a need?

### **1 - Pick a non-feeling word:**

Invalidated, Overpowered, Rejected, Unheard, Dumped on, Blamed, Bullied, Neglected, Overworked, Abused, Mised, Smothered, Dominated, Humiliated, Criticized, Ignored, Left-out, Patronized, Threatened, Distrusted, Disrespected, Hassled, Cheated, Put down, Cornered.

**2 - Then, can you identify what are you feeling when you have that thought/judgment?**

**3 - Lastly, can you identify what you are needing when you have that thought and feeling?**

# Are these Observations?

1. Jamie is manipulative.
2. My brother is talented.
3. Last month, Roberto was at work before 8am every workday.
4. You just don't love me.
5. Joyce was disrespectful of me in class yesterday.
6. I'm not eating healthy food.
7. Great Job!

If not, can you translate the statements into observations?  
(What happened that would make you say the judgment?)

Practicing responding with Empathy.

First person: pick a statement using a  
“non-feeling” word. --->

Second person - respond with  
empathy:

When I hear \_\_\_\_\_

I wonder are you feeling  
\_\_\_\_\_

And needing \_\_\_\_\_

Would you be willing \_\_\_\_\_?  
(Make a request.)

First person can role play more if you  
want!

Possible first person judging  
statements:

I don't have time to be with you now.

I don't like your taste in....

You are always late!

You're always pressuring me!

You can't do anything right.

You think you're so smart.

Can you do a better job this time?

I'm not really interested in....

Don't tell me what to do!

Can we talk about something  
interesting this time?

That's your problem, not mine.

Talk to the hand.

You are way too emotional!

It is a fact that...

I'm just telling you the truth.

## Practicing responding with Empathy.

First person: pick a statement that's hard to hear (or use your own!) --->

Second person - say that statement to them:

First person respond:

When I hear \_\_\_\_\_

I wonder are you feeling \_\_\_\_\_,

And needing \_\_\_\_\_?

Would you be willing \_\_\_\_\_?  
(Make a request.)

Second person can role play more if you want!

## Some examples of Hard to Hear Statements:

I don't have time to be with you now.

I don't like your taste in....

You are always late!

You're always pressuring me!

You can't do anything right.

You think you're so smart.

Can you do a better job this time?

I'm not really interested in....

Don't tell me what to do!

Can we talk about something interesting this time?

That's your problem, not mine.

Talk to the hand.

You are way too emotional!

It is a fact that...

I'm just telling you the truth.

## Practicing responding with Self-Expression.

First person: pick a statement that's  
hard to hear (or use your own!) --->

Second person - say that statement to  
them:

First person respond:

When I hear \_\_\_\_\_

I feel \_\_\_\_\_ ,

And I'm needing \_\_\_\_\_ ?

Would you be willing \_\_\_\_\_ ?  
(Make a request for connection.)

Second person can role play more if  
you want!

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I don't have time to be with you now.

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interesting this time?

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# Requests In the Moment for Connection

I'm curious what that brings up for you.

Would you share with me what you heard me say?

Would you be willing to share what's alive in you right now,  
hearing me say that?

I'm curious what you're experiencing right now?

Can you help me understand what is important to you now?

So that's my truth, what's true for you?

I value your thoughts, so what do you think about what I just said?

I'd love to hear what's happening for you when you hear me say that?

What did you hear me say?

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You are always late!

You're always pressuring me!

You can't do anything right.

You think you're so smart.

Can you do a better job this time?

I'm not really interested in....

Don't tell me what to do!

Can we talk about something interesting this time?

That's your problem, not mine.

Talk to the hand.

I know you think that, but in reality....

(Any of these statements with eye rolling!)



## **Respond to 'hard to hear' statements with a request for connection.**

Was there something said to you that was hard to hear? Use that!

Person 1: Tell your partner what your hard to hear statement will be.

Then Person 2: get into the role a little. Say that statement to Person 1.

Person 1: Respond with either empathy or self-expression and make a request for connection.

Person 2: you can role play more if you want.

### **Otherwise, here's some examples:**

I don't have time to be with you now.

I don't like your taste in....

You are always late! - You're always pressuring me!

You can't do anything right.

You think you're so smart.

Can you do a better job this time?

I'm not really interested in....

Don't tell me what to do!

Can we talk about something interesting this time?

That's your problem, not mine.

**Request for empathy...**

**I saw/experienced .....  
and I feel .....  
and realize I'm needing.....**

**Would you be willing to help me get  
in touch with my needs and feelings?**

**Explain...?**

# **Empathy or strategies?**

## **Groups of three**

**Each of the three of you have a choice:**

**1 - Ask for empathy. Just looking to help identify feelings and needs.**

**2 - Strategies - how to respond?**

**Do you have a stimulating experience or judgment to share?**

**Each of the three practice responding to this with either -  
Empathy or Expression  
or both!**

**The order or semantics is not important!**

**What's important is expressing your  
experience, along with your needs and  
feelings in your own language!**

I need... and felt.... when I saw.....

When I saw.... I felt.... and need....

I felt.... when I saw..... because I need....

I felt.... and need.... when I see.....

Would you be willing... I'm feeling... and  
needing...

**Think of a time or a place recently where you would or did say,  
“Thank you!”**

Practice saying, “Thank you” including the feelings and needs.

**It might be something like:**

When you (Observation) \_\_\_\_\_, I felt \_\_\_\_\_

and I value/needed \_\_\_\_\_. So, “Thank you!”

**or**

Thank you for (Observation) \_\_\_\_\_

I felt \_\_\_\_\_ because I value/needed \_\_\_\_\_.

**Someone wanting to connect? Hard to interrupt?  
You have a hard time hearing?**

**Respond with empathy AND expression!**

You can interrupt!

Excuse me,

When I hear \_\_\_\_\_

It sounds like you're feeling \_\_\_\_\_ and needing \_\_\_\_\_

AND

When I hear/see that, I also feel \_\_\_\_\_

and am needing \_\_\_\_\_

Would you be willing (strategy or connection?) \_\_\_\_\_ ?

# **Decoding Your Own Judgments**

Do you judge yourself or other people?  
Does it differ in different situations?

Share with partner:  
What reflex judgments do you make?

Collectively, can you work out what you're needing in those  
moments when you find yourself judging?  
Need empathy?

Then can you try to respond with sharing empathy or expression?  
Try it! Role play it.

Switch roles.

Q-tip:

Quit Taking it Personally!

I feel that....

I feel like.....

Excuse me...

Get empathy first!

Asking for support is a sign of resilience.



## **Empathy**

Request  
Need  
Feeling  
Observation  
Judgment/Thought

## **Expression**

Request  
Need  
Feeling  
Observation  
Judgment/Thought

## **Self-Connection**

Request  
Need  
Feeling  
Observation  
Judgment/Thought

# **Taking your power back.**

Want to express something challenging?  
Afraid of what the consequences might be?

It's often the fear of what could happen that keeps us from trying!

So, we can imagine the 'negative' outcomes and build confidence that we can still be compassionate when they happen. This helps us start to see that whatever the outcome, we can respond with more consciousness and empathy.

In pairs - Help each other:

Express in your best NVC!

Imagine what the worst results would be.

Then, can you empathize with those results?  
What are they feeling and needing?

# **Listening is part of communication.**

How do we listen?

And how do we express that we have been listening?

Do we have to listen to everything? Or continue listening forever?

## **Strategies to get needs met.**

Pick a need that's important to you.

What are two things you can do to meet that need:

- 1 - When you are alone
- 2 - When you are with friends
- 3 - When you are with strangers
- 4 - When you only have one minute.

# How to approach a conflict?

Do the best you can in the moment to take care of yourself and others.

Has the moment passed? Then get empathy first.  
Giving yourself time to self-connect will help you settle your feelings and also understand more clearly.

Can you practice empathy by imagining their needs?

What would you want to express? Does it make you feel vulnerable? Then imagine the outcomes and practice empathy with those responses too! (Taking your Power Back)

Connect again...

Request a wanting to talk connect first?

Is it a good time?

Start with understanding and seeing/being seen.

Requests for connection first.

Tangible requests at the end.

More hard to hear statements:

You are way too emotional!

You are too needy.

Those people are just stupid.

## **Partnering - Role Play options**

Be in one role or the other and try to connect.  
It's OK to do it poorly. It's helpful to try and learn!

Give positive feedback: What worked?

Give one or two improvement suggestions.

### **Instead of Role Play:**

Can you empathize with both sides. Brainstorm

What are the feelings and needs?

### **Then, what would you do first?**

Connect?

Express?

Do it in the present?

Ask for another time?

Get empathy first from somewhere else?

Discuss the different choices and why.

### **Go further with strategizing:**

What would you do if your first step goes 'poorly'?

Can you respond to the outcome? Go with the flow?

# The daily practice of NVC

## Observation

Remove judgment from observation.

Recognize the actions of others stimulate our feelings,  
but our needs are the cause of our feelings.

## Feeling

Recognize that feelings arise because of our values.

Remove judgments from feelings when sharing.

## Need

Our needs are universal and not specific to anything or anyone.

Be clear what's a need and a strategy:

Value our needs/be flexible with our strategies.

## Request

Doable and specific.

Not a demand. Can you hear a no?

After a request, it's time to listen and receive.