



Nonviolent Communication (NVC) by Marshall Rosenberg invites us to reframe how we express ourselves and hear others by focusing on what we are **O**bserving, **F**eeling, **N**eeding and **R**equesting (OFNR)—our intention is to connect (not get our way).

Observations

... are the act of seeing or noticing something with unbiased attention—like what you see through a camera

Feelings

... tell us if needs are met or not. We experience pleasant feelings when needs are met, unpleasant feelings when needs not met (see back page)

Evaluations

• ... add a subjectivity, judgment or criticism-- Anything not in the camera that is added by us



Thoughts

• ... are products of mental activity: (i.e. evaluations, analysis, beliefs, comparisons, opinions, judgments) – masquerade: “I feel *like* ____ “ is a thought



Common *Evaluative* Words - sound like feelings (Not feelings as they imply that someone else has power over you – i.e. a “victim” strategy): Rejected, Betrayed, Manipulated, Abused, Abandoned, Used, Victimized, Pressured, Misunderstood, Neglected, Coerced, Cornered, Intimidated, Bullied, Inadequate, Distrusted, Boxed-in, Unappreciated, Isolated, Overworked, Patronized, Pushed Away, Picked-on, Let-down, Attacked, Blamed, Criticized, Harassed, Left-out

Needs

• ... are life energy in us seeking fulfillment and are universal—everyone has them at one time or another. *No conflict here.*

Requests

• ... are a clear description of what someone can do to meet a need. Self-connection maintained regardless of the answer.

Strategies

• ... describe actions associated with a person, place or thing to meet needs. *Conflict here.*

Demands

• is made when a specific outcome must be achieved (“No” is not acceptable)
• Some kind of punishment expected when demand not followed.



1. Would you be willing to tell me what *you heard me say*? (Req. for empathy)
2. How do you *feel* when you hear me say this? (Req. for honesty)
3. Would you be willing to brainstorm on some strategies?



Feelings tell us if needs met



- Happy
- Joyful
- Grateful
- Touched
- Hopeful
- Excited
- Delighted
- Inspired
- Amazed
- Enchanted
- Relieved
- Peaceful
- Centered
- Relaxed
- Content
- Pleased
- Comfortable
- Satisfied
- Alive
- Passionate
- Compassion
- Sad
- Afraid
- Anxious
- Upset
- Worried
- Embarrassed
- Hurt
- Depressed
- Cranky
- Annoyed
- Resentful
- Angry
- Confused
- Jealous
- Unhappy
- Disappointed
- Discouraged
- Bored
- Lonely
- Guilty
- Ashamed
- Torn
- Suspicious
- Vulnerable
- Frustrated
- Numb



Needs (Values) are Life-energy in us seeking fulfillment

- Survival
 - Sustenance
 - Shelter
 - Procreation
 - Nurturance
- Protection
 - Security
 - Safety
 - Justice
 - Respect
 - Consideration
- Meaning
 - Purpose
 - Contribution
 - Competence
 - Integrity
- Autonomy
 - Freedom
 - Choice
 - Creativity
 - Empowerment
- Interdependence
 - Cooperation
 - Community
 - Inclusion
 - Mutuality
 - Support
- Honesty
 - Authenticity
 - Self-Connection
 - Self-Expression
 - Clarity
 - Learning
- Well-Being
 - Healing
 - Peace
 - Balance
 - Ease
 - Trust
- Empathy
 - To be known
 - Understanding
 - Connection
 - Acceptance
 - Affection
 - Acknowledgement
 - Intimacy
 - Love
- Regeneration
 - Rest
 - Celebration
 - Mourning
 - Leisure
 - Play
- Transcendence
 - Presence
 - Beauty
 - Harmony
 - Flow
 - Space
 - Hope, Faith
 - Life