



# 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, Bummed
- Afraid
- Anxious
- Upset
- Embarrassed
- Hurt
- Depressed
- Cranky
- Annoyed
- Worried
- Concerned
- Angry
- Confused
- Jealous
- Unhappy
- Disappointed
- Discouraged
- Bored
- Lonely
- Guilty, Ashamed
- Overwhelmed
- Torn
- Suspicious
- Vulnerable
- Frustrated
- Numb



# Needs (Values) resources required to sustain and enrich life

- Survival
  - Sustenance
  - Shelter
  - Procreation
  - Nurturance
- Protection
  - Security
  - Safety
  - Justice
  - Respect
  - Consideration
- Meaning
  - Purpose
  - Contribution
  - Competence
  - Efficiency
- Autonomy
  - Freedom
  - Choice
  - Creativity
  - Empowerment
- Interdependence
  - Cooperation
  - Community
  - Inclusion
  - Mutuality
  - Support
- Honesty
  - Authenticity
  - Self-Connection
  - 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
  - Forgiveness
- Transcendence
  - Integrity
  - Presence
  - Beauty
  - Harmony
  - Flow
  - Space
  - Hope, Faith
  - Life

# OS Upgrade:

## Three Steps to World Peace & Higher Profits



1. Listen Inside (Within to Our Hearts)
  - Also known as Self-Empathy
  - Our Hearts speak through Feelings and Needs
  - Use lists on back to learn language of the Heart
  - We feel a natural compassion and curiosity when self-connected, self-aware of our Heart and Mind
  - We are now present to ourselves and others
2. Listen Outside (to Other Person's Heart)
  - Also known as Empathy
  - We offer our presence to others
  - We listen with care, acknowledging their Feelings & Needs – sometimes using words
3. Express Ourselves Honestly with Compassion
  - Other person more likely to hear us now because they've been heard
  - We express what we're experiencing inside through Observations, Feelings, Needs, Requests
  - Lead through Requests
4. Repeat 1, 2 and 3...
  - Hold off on strategies/solutions for at least one cycle of steps 1, 2 and 3
  - Mutually satisfying solutions more likely from this kind of dialogue
  - We continue to listen inside, listen outside and express until done...