

# Communication Strategy

By Barb Girson

## Activity: Communication strategy

### Communication Strategy

When or I notice **you** \_\_\_\_\_ (*describe action*),

I feel \_\_\_\_\_ (*share feeling*)

because I have a need for \_\_\_\_\_ (*state need*).

Would you consider \_\_\_\_\_? (*make request*)

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Syncopated Mama

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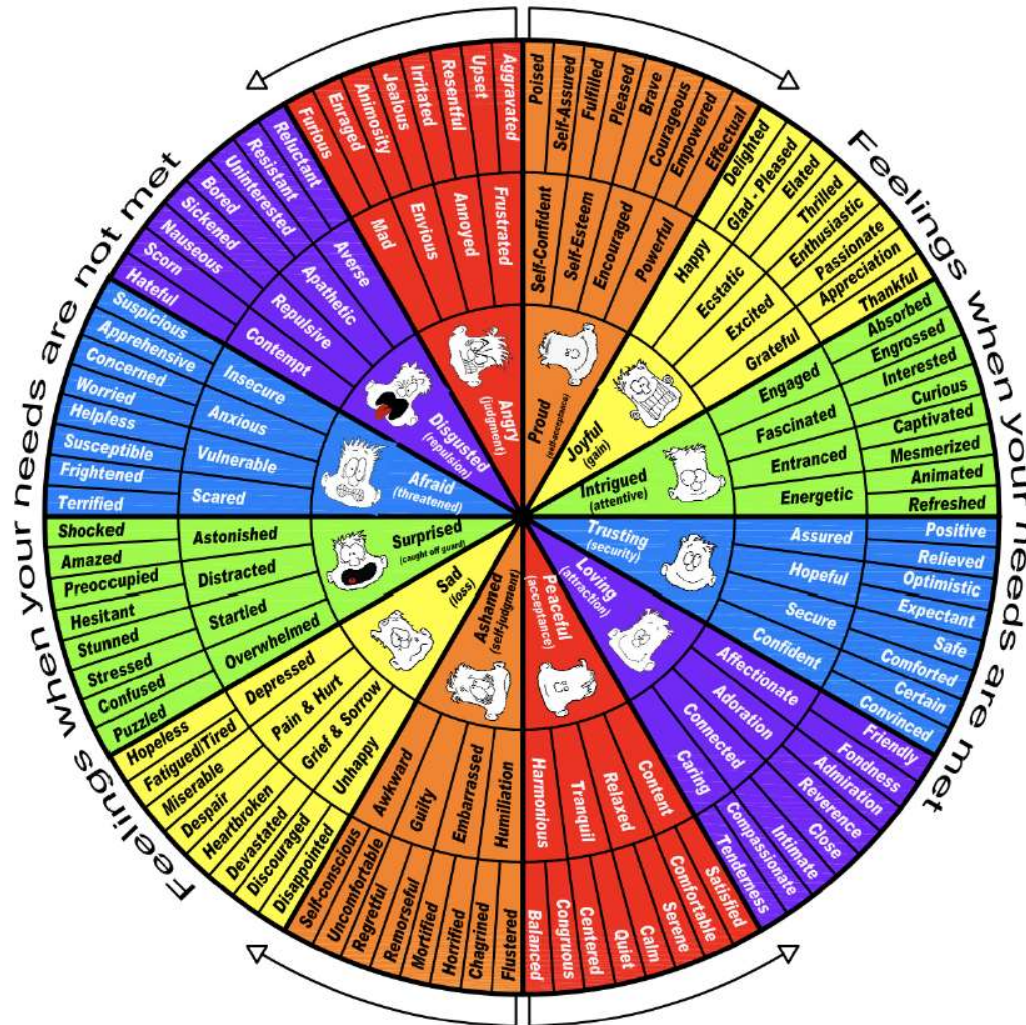
When or I notice \_\_\_\_\_ (*describe action*),

I feel \_\_\_\_\_ (*share feeling*) because I have a need for

\_\_\_\_\_ (*state need*).

Would you consider \_\_\_\_\_? (*make request*)

# Feelings



Based on Nonviolent Communication by Marshall Rosenberg, Ph.D. May be duplicated for personal use and for teaching Nonviolent Communication. Graphics and organization of feelings and needs wheels by Bret Stein, artistsant@hotmail.com Revised 1/1/11

The following words are not feelings. They are judgements of others:

- |           |              |               |               |          |
|-----------|--------------|---------------|---------------|----------|
| Abandoned | Cheated      | Ignored       | Neglected     | Unwanted |
| Attacked  | Coerced      | Intimidated   | Put down      | Used     |
| Abused    | Criticized   | Insulted      | Rejected      | Violated |
| Betrayed  | Dismissed    | Let down      | Unappreciated | Wronged  |
| Blamed    | Disrespected | Manipulated   | Unloved       |          |
| Bullied   | Excluded     | Misunderstood | Unheard       |          |


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# Universal Human Needs/Values

<b>WELL-BEING (peace)</b>	<b>CONNECTION (love)</b>	<b>SELF-EXPRESSION (joy)</b>
<p><b>Sustenance/Health</b> abundance/thriving exercise food, nutrition nourishment rest, sleep shelter sustainability support/help wellness vitality, energy, aliveness</p>	<p><b>Love/Caring</b> affection, warmth beauty closeness, touch companionship compassion, kindness intimacy mattering/importance nurturing sexual connection respect, honoring valuing, prizing</p>	<p><b>Autonomy/Authenticity</b> choice clarity congruence consistency continuity dignity freedom honesty independence integrity power, empowerment self-responsibility</p>
<p><b>Safety/Security</b> comfort confidence emotional safety familiarity order, structure Predictability protection from harm stability trust, faith</p>	<p><b>Empathy/Understanding</b> <b>Awareness</b> clarity acceptance acknowledgment communication consideration hearing (hear/be heard) knowing (know/be known) presence, listening respect, equality receptivity, openness recognition seeing (see/be seen) self-esteem sensitivity</p>	<p><b>Creativity/Play</b> adventure aliveness discovery Initiative innovation inspiration mystery passion spontaneity</p>
<p><b>Rest/Recreation/Fun</b> acceptance appreciation, gratitude awareness balance beauty ease equanimity humor movement play relaxation rejuvenation simplicity space tranquility wholeness wonder</p>	<p><b>Community/Belonging</b> cooperation fellowship generosity inclusion interdependence harmony, peace hospitality, welcoming mutuality, reciprocity partnership, relationship support, solidarity trust, dependability transparency, openness</p>	<p><b>Meaning/Contribution</b> appreciation, gratitude achievement, productivity celebration, mourning challenge efficacy effectiveness excellence feedback growth learning, clarity mystery participation purpose, value self-actualization self-esteem skill, mastery</p>

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# Examples of Needs

Translating common terms into feelings and needs

Common Terms (that are not feelings)	Possible Feeling(s) You May Experience	Possible Need(s) You May Have
abandoned	terrified, hurt, bewildered, sad, frightened, lonely	nurturing, connection, belonging, support, caring
(not) accepted	upset, scared, lonely	inclusion, connection, community, belonging, contribution, peer respect
attacked	scared, angry	safety
belittled	angry, frustrated, tense, distressed	respect, autonomy, to be seen, acknowledgment, appreciation
betrayed	angry, hurt, disappointed, enraged	trust, dependability, honesty, honor, commitment, clarity
bullied	angry, scared, pressured	autonomy, choice, safety, consideration
cheated	resentful, hurt, angry	honesty, fairness, justice, trust, reliability
criticized	in pain, scared, anxious, frustrated, humiliated, angry, embarrassed	understanding, acknowledgment, recognition, accountability, nonjudgemental communication
discounted/diminished	hurt, angry, embarrassed, frustrated	acknowledgment, inclusion, recognition, respect, to matter
disliked	sad, lonely, hurt	connection, appreciation, understanding, acknowledgment, friendship, inclusion
distrusted	irritated, distressed, angry, frustrated	serenity, autonomy, to do things at my own pace and in my own way, calm, calm, space
ignored	lonely, scared, hurt, sad, embarrassed	connection, belonging, inclusion, community, participation

From Nonviolent Communication: A Language of Life by Marshall Rosenberg

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