

1. *The first component of NVC entails the separation of observation from evaluation.*
 1. *NVC does not mandate that we remain completely objective and refrain from evaluating. It only requires that we maintain a separation between our observations and our evaluations.*
 2. *In conversations, this is most easily done by recapping what someone has said, without emotional input. That means not attaching any judgment or “story” to your response.*
 3. *Comments that begin in the first person, i.e. “I hear you say...” work better than “You just said...”*
2. *Describe emotions, not positions (And I’m adding: “Or projections.”)*
 1. *Talk feelings, not issues.*
 2. *The hard part in nailing this step is expressing only your own emotional turmoil, rather than translating your emotions into blame.*
 1. *Describing feelings of concern, fear, heartbreak, rage, dismay, or confusion are useful.*
 3. *In expressing our feelings, it helps to use words that refer to specific emotions, rather than words that are vague or general.*
 1. *For example, if we say, “I feel good about that,” the word good could mean happy, excited, relieved or a number of other emotions.*
 2. *Words such as good and bad prevent the listener from connecting easily with what we might actually be feeling.*
 4. *In the English language, it is not necessary at all to use the word “feel” when we are actually expressing a feeling: we can say “I’m feeling irritated,” or simply, “I’m irritated.”*
 1. *Dropping the “I feel” can help to clarify unfair, blame-filled, projection-based statements. (“I feel misunderstood” vs. “I am misunderstood”)*
 5. *We need to distinguish between words that express actual feelings and those that describe what we think we are. (“I am inadequate at playing the guitar” vs. “I am frustrated with my progress on guitar.”)*
 6. *Likewise, it is helpful to differentiate between words that describe what we think others are doing around us, and words that describe (our) actual feelings. Words like “ignored” (and the rest of this list) express how we interpret others, rather than how we feel.*
 1. *Abandoned, abused, attacked, betrayed, boxed-in, bullied, cheated, coerced, co-opted, cornered, diminished, distrusted, interrupted, intimidated, let down, manipulated, misunderstood, neglected, overworked, patronized, pressured, provoked, put down, rejected, taken for granted, threatened, unappreciated, unheard, unseen, unsupported, unwanted, used*
3. *Identify needs underlying the emotion.*
 1. *According to NVC teachings, all of the emotions we experience when we’re upset are connected to an unmet need, which is a requirement for contentment.*
 2. *Rosenberg found that human needs universally fall into one of a handful of categories, including connection, honesty, peace, play, physical well-being, a sense of meaning, and autonomy.*
 1. *Acceptance, Affection, Clarity, Communication, Confirmation, Compassion, Intimacy, Understanding, Authenticity, Love, Choice, Space, Spontaneity, Beauty, Ease, Harmony, Order, Wholeness, Belonging, Consideration, Community, Cooperation, Dignity, Mutuality, Support, Trust, Contribution, Creativity, Hope, Inspiration, Purpose, Joy, Mourning, Play, **Competence**, Effectiveness,*

Efficiency, Growth, Learning, Power, Authenticity, Integrity, Shelter, Food & Water, Rest, Safety, Security, Touch

3. *NVC heightens our awareness that what others say and do may be the stimulus, but never the cause of our feelings.*
 1. *Our feelings result from how we choose to receive what others say and do, as well as our particular needs and expectations in that moment.*
 4. *With the third component, we are led to accept responsibility for what we do to generate our own feelings.*
 5. *When receiving a negative message, we can aim to shine the light of consciousness on our own feelings and needs. And to shine the light of consciousness on the other person's feelings and needs as they are currently expressed.*
 1. *We might for example ask, "Are you feeling hurt because you need more consideration for your preferences?"*
 6. *Connect your feeling with your need (using the phrase):*
 1. *"I feel... because I..." It's your best friend for avoiding the blame game or offloading your emotions onto others.*
 2. *Phrase that is NOT YOUR FRIEND: "I feel (an emotion) because . . . " followed by a person or personal pronoun other than "I": "I feel hurt because you said you don't love me." "I feel angry because the supervisor broke her promise."*
4. *At a certain point in the conversation, it's time to ask for concrete actions that would help satisfy a need.*
1. *Typically, these requests will arise organically when both sides are openly connecting. ...The ask has to be in a moment of understanding between the parties, or else it risks falling flat.*
 2. **Using Positive Action Language.** *Express what we are requesting rather than what we are not requesting. Vague statements are likely to provoke a defensive response. Even more often, we are simply not conscious of what we are requesting when we speak. We toss out words, using the presence of others as a wastebasket. In such situations, the listener, unable to discern a clear request in the speaker's words, may experience distress.*
 3. **Asking for reflection to see if meaning was absorbed.** *we might ask others to reflect back in their own words what they heard us say. We then have the opportunity to restate parts of our message to address any discrepancy or omission we might have noticed in their reflection.*
 4. **Requesting Honesty** *After we've openly expressed ourselves and received the understanding we want, we're often eager to know the other person's reaction to what we've said.*
 1. *Sometimes we'd like to know the feelings that are stimulated by what we said, and the reasons for those feelings.*
 2. *Sometimes we'd like to know something about our listener's thoughts in response to what they just heard us say. At these times, it's important to specify which thoughts we'd like them to share.*
 3. *Sometimes we'd like to know whether the person is willing to take certain actions that we've recommended.*
 5. **Requests Versus Demands.** *Requests are received as demands when others believe they will be blamed or punished if they do not comply. When people hear us make a demand, they see only two options: submission or rebellion.*

1. *We can help others trust that we are requesting, not demanding, by indicating that we would only want the person to comply if he or she can do so willingly.*
2. *However, the most powerful way to communicate that we are making a genuine request is to empathize with people when they don't respond to the request.*

The process is designed for those of us who would like others to change and respond, but only if they choose to do so willingly and compassionately.