

The PURPOSE of NONVIOLENT COMMUNICATION

is to MAKE LIFE WONDERFUL
by CONNECTING to what is ALIVE in myself and other people,
and CHOOSING to GIVE and RECEIVE from the heart, not from coercion, fear or guilt.

The four PARTS of Nonviolent Communication are:

1. OBSERVATION

- a. What I observe is reality: what a video camera would record.
- b. I tell myself stories about reality. These stories can limit me.
- c. By observing clearly, I am free to live fully.

2. FEELING

- a. I am responsible for my own feelings. Nobody makes anybody feel anything.
- b. What someone else does triggers a feeling in me that is caused by my thinking.
- c. My feelings are signals, telling me about my needs met or needs unmet.
- d. I can choose how I act on my feelings.

3. NEED

- a. Needs are not connected to a specific person, place or thing.
- b. Everything anyone ever does is for a good reason, trying to meet a basic human need.
- c. Conflict happens when people are attached to strategies instead of needs.
- d. Creative solutions happen when I am connected to my needs and your needs.

4. REQUEST

- a. I request what I want to help meet my needs.
- b. My requests are positive. People can't do a "don't."
- c. My requests are specific and doable. Wishes don't get me what I want.
- d. I request. I don't demand. I give people a choice, or I'll pay later.

The three DIRECTIONS of Nonviolent Communication are:

1. SELF-EMPATHY

Figuring out what's alive in me: feelings and needs.
What can I request of myself or someone else to help make life more wonderful?

2. EMPATHY

Receiving what's alive in you. Guessing feelings and needs, silently or with words.
Feeling curious and caring about what's alive in you.

3. HONESTY

Telling you what's alive in me, feelings and needs, and making a request.
Taking responsibility for my own feelings and needs.

The steps to expressing ANGER are:

1. Stop. Breathe.
2. Identify my judgmental thoughts.
3. Connect with my needs not met.
4. Express my honesty: feelings, needs, and a request that will help meet those needs.

NONVIOLENT EARS never hear a demand, criticism, blame, or insult.
They only hear feelings and needs.