

Nonviolent Communication (NVC) Learning Guide

Based on Marshall Rosenberg's *Nonviolent Communication: A Language of Life*

NVC Intention: To Connect from the Heart

BASIC NVC MODEL

Honestly Expressing

Observation: *When I see, hear ...*

Feeling: I *feel* ... (see reverse side)

Need: *because I need* ... (see needs below)

Request: *Would you be willing to* ... (positive, do-able)

- for honesty: *tell me how you are feeling about what I just said?*
- for empathy: *tell me what you heard from what I said?*
- for action: *do* ... (specific, positive, concrete action)

Empathically Receiving

Observation: *When you see, hear ...*

Feeling: *do you feel* ... (see reverse side)

Need: *because you need (value, dream) ... ?* (see needs below)

Request: *Would you like me to ... ?* (positive, concrete action)

UNIVERSAL NEEDS OR VALUES

Needs are Universal — not specific to a particular place, time, circumstance or person

Acceptance, Appreciation, Consideration, Equality, Inclusion, Intimacy, Respect, To belong, To matter

Clarity, Awareness, Understanding

Authenticity, Honesty, Integrity, Meaning, Purpose, Self-Reliance

Cooperation, Community, Contribution, Reliability, Support

Effectiveness, Challenge, Competence, Growth

Safety, Ease, Relief, Rest, Security

Health, Adaptability, Balance, Beauty, Harmony, Healing

Peace, Inspiration, Order

Connection, Compassion, Empathy, Mutuality, Trust, Warmth

Celebration, Mourning, Creativity, Play

Autonomy, Choice, Self-expression

FEELINGS WHEN NEEDS ARE SATISFIED

AFFECTIONATE	curious	ardent	enthralled	chuffed	relaxed
compassionate	engrossed	aroused	exuberant	glad	relieved
friendly	enchanted	astonished	radiant	happy	satisfied
loving	entranced	dazzled	rapturous	jubilant	serene
open hearted	fascinated	eager	thrilled	pleased	still
sympathetic	interested	energetic	GRATEFUL	tickled	tranquil
tender	intrigued	enthusiastic	appreciative	PEACEFUL	trusting
warm	involved	giddy	moved	calm	REFRESHED
CONFIDENT	spellbound	invigorated	thankful	clear headed	enlivened
empowered	stimulated	lively	touched	comfortable	reinvigorated
open	INSPIRED	passionate	HOPEFUL	centered	rejuvenated
proud	amazed	surprised	expectant	content	renewed
safe	awed	vibrant	encouraged	equanimity	rested
secure	wonder	EXHILARATED	optimistic	fulfilled	restored
ENGAGED	EXCITED	blissful	JOYFUL	mellow	revived
absorbed	amazed	ecstatic	amused	peace	
alert	animated	elated	delighted	quiet	

FEELINGS WHEN NEEDS ARE NOT SATISFIED

AFRAID	indignant	DISCONNECTED	turmoil	bereaved	TENSE
apprehensive	irate	alienated	uncomfortable	devastated	anxious
dread	livid	aloof	uneasy	grief	cranky
foreboding	outraged	apathetic	unnerved	heartbroken	distressed
frightened	resentful	bored	unsettled	hurt	distraught
mistrustful	AVERSION	cold	upset	lonely	edgy
panicked	animosity	detached	EMBARRASSED	miserable	fidgety
petrified	appalled	distant	ashamed	regretful	frazzled
scared	contempt	distracted	chagrined	remorseful	irritable
suspicious	disgusted	indifferent	flustered	SAD	jittery
terrified	dislike	numb	guilty	depressed	nervous
wary	hate	removed	mortified	dejected	overwhelmed
worried	horrified	uninterested	self-conscious	despair	restless
ANNOYED	hostile	withdrawn	FATIGUE	despondent	stressed out
aggravated	repulsed	DISQUIET	beat	disappointed	VULNERABLE
dismayed	CONFUSED	agitated	burnt out	discouraged	fragile
disgruntled	ambivalent	alarmed	depleted	disheartened	guarded
displeased	baffled	disconcerted	exhausted	forlorn	helpless
exasperated	bewildered	disturbed	lethargic	gloomy	insecure
frustrated	dazed	perturbed	listless	heavy hearted	leery
impatient	flummoxed	rattled	sleepy	hopeless	reserved
irritated	hesitant	restless	tired	melancholy	sensitive
irked	lost	shocked	weary	mournful	shaky
ANGRY	mystified	startled	worn out	unhappy	YEARNING
enraged	perplexed	surprised	PAIN	wretched	envious
furious	puzzled	troubled	agony	wretched	jealous
incensed	torn	turbulent	anguished		longing

EVALUATIONS MIXED WITH FEELINGS:

abandoned, abused, accepted, attacked, belittled, betrayed, blamed, boxed in, bullied, caged, cheated, coerced, cornered, criticized, discounted, diminished, disliked, distrusted, dumped on, harrassed, hassled, ignored, insulted, interrupted, intimidated, invalidated, invisible, isolated, left out, let down, manipulated, mistrusted, misunderstood, neglected, overpowered, overworked, patronized, pressured, provoked, put down, rejected, ripped off, screwed, smothered, sufficated, taken for granted, threatened, tricked, trampled, unaccepted, unappreciated, unheard, unloved, unseen, unsupported, unwanted, used, violated, wronged