



Communication that Improves Relationships

“There are many ways to tell the truth.
It’s an art.”

—Thich Nhat Hahn



Takeaways



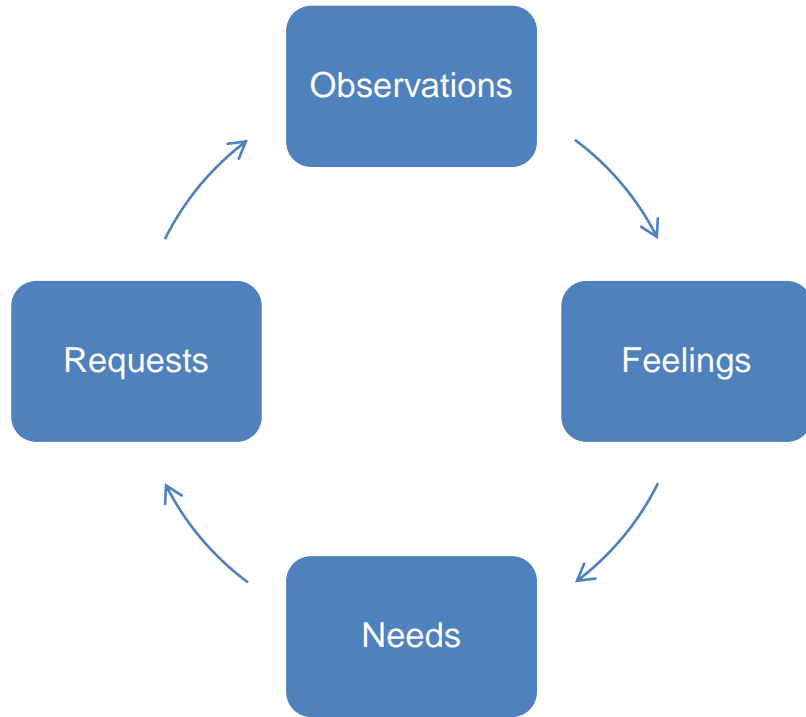
Recognizing our
common human
needs

Compassion for
all, including
ourselves

Look within: How
to observe and
express our
needs



Nonviolent Communication (NVC)



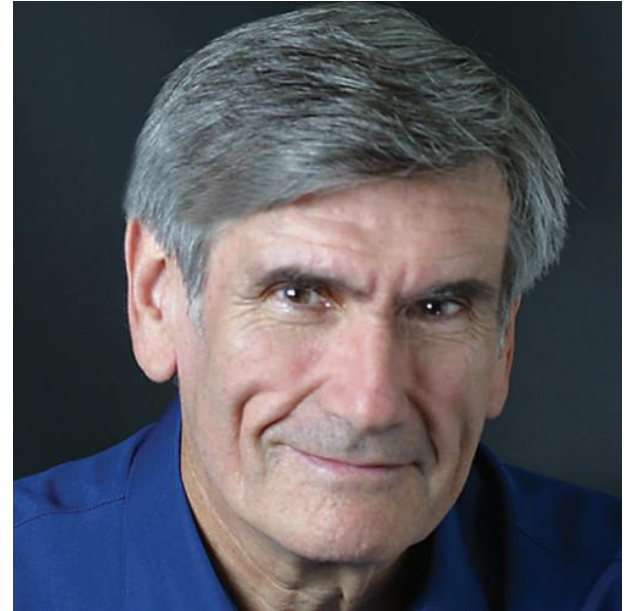
Also known as:

- **“Compassionate Communication”**
- **“A Language of Life”**



Dr. Marshall Rosenberg

- Grew up in inner-city Detroit and confronted with daily various forms of violence.
- Wanted to find a way to peacefully resolve differences at personal, professional, and political levels.



Needs

- Connection
- Physical Well-being
- Honesty
- Play
- Peace
- Autonomy
- Meaning



More info:

<https://www.cnvc.org/training/resource/needs-inventory>



Feelings When Needs Are Satisfied

- Affectionate
- Engaged
- Hopeful
- Confident
- Excited
- Grateful
- Inspired
- Joyful
- Exhilarated
- Peaceful
- Refreshed



More info:

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Feelings When Needs Are Not Satisfied

- Afraid
- Annoyed
- Angry
- Aversion
- Confused
- Disconnected
- Disquiet
- Embarrassed
- Fatigue
- Pain
- Sad
- Tense
- Vulnerable
- Yearning

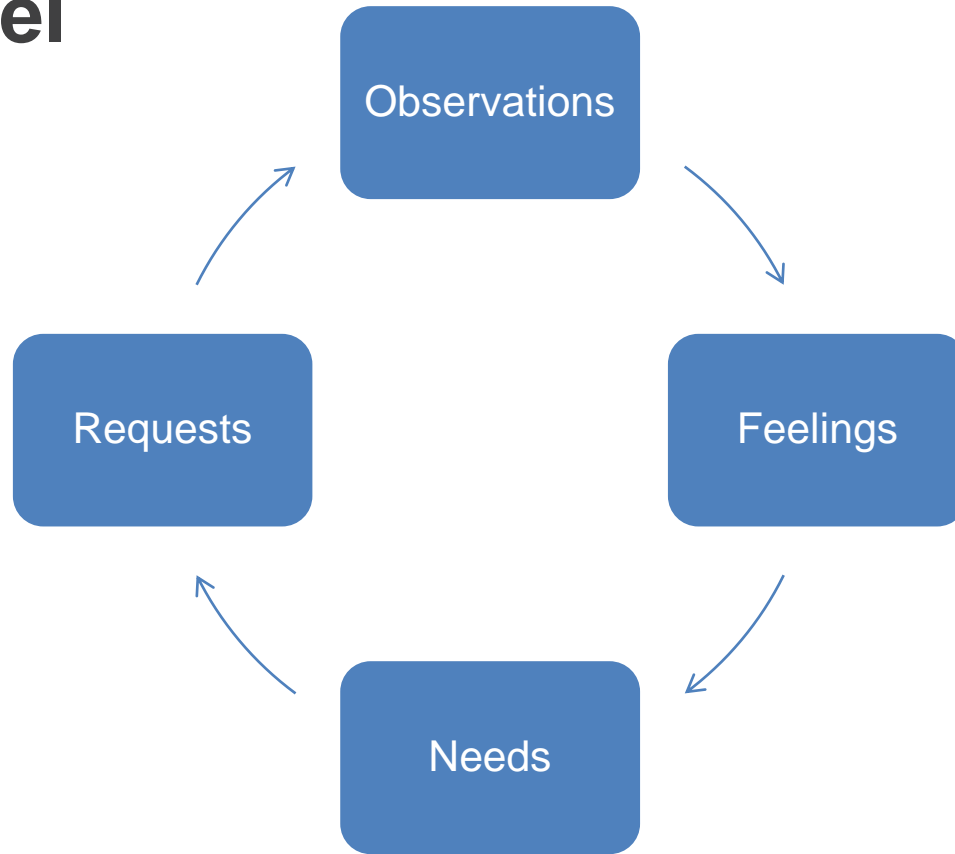


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NVC Model



How do I make an observation vs a judgement?

Observation: simply noticing “what is” (said, shown, seen, heard, felt).

Example:

“My boss has changed the focus of a project I’m working on 3 times this week.”

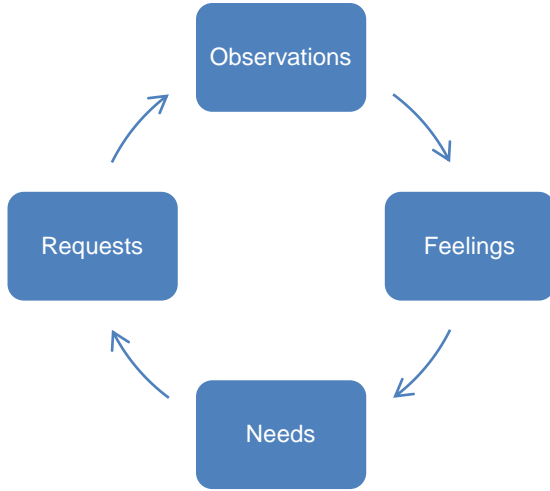
Judgement: observation + “good” or “bad” label

Example:

“My boss is so indecisive.”



Clearly expressing how I am without blaming or criticizing



When I see/hear _____

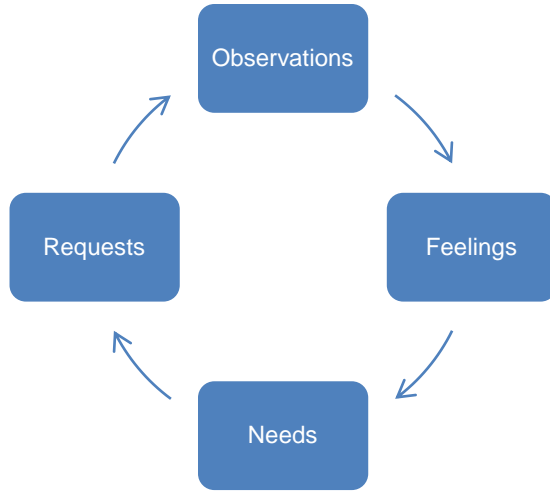
I feel _____

because I need/value _____.

Would you be willing to _____?



Clearly expressing how I am without blaming or criticizing



When I hear the focus of the project is changing for the third time this week,

I feel confused

because I need clarity.

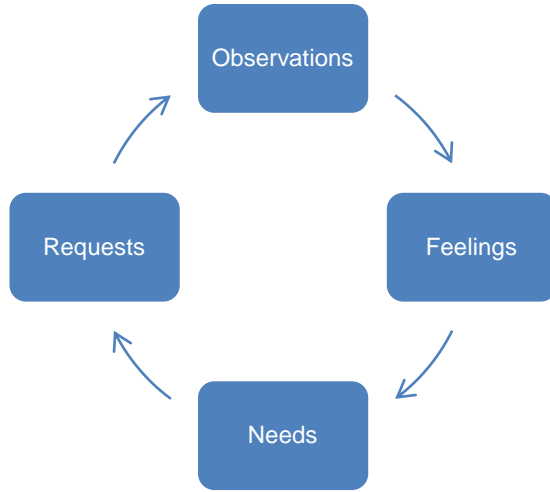
Would you be willing to meet tomorrow to talk me through the intention of the project?



Listening: Communication Is a Two Way Street



Empathically receiving how you are without hearing blame or criticism



“You are so selfish. It must be nice to go out with friends anytime you want and have fun while I’m stuck at home taking care of the kids and doing chores.”

When you see/hear _____

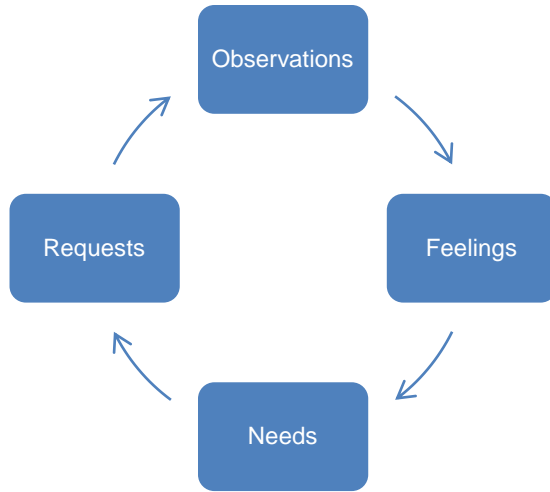
you feel _____

because you need/value _____.

Would you like _____?



Empathically receiving how you are without hearing blame or criticism



“You are so selfish. It must be nice to go out with friends anytime you want and have fun while I’m stuck at home taking care of the kids and doing chores.”

When you see me coming home after time with friends,

you feel stressed

because you need your own time and space, too.

Would you like to make a plan for some “you” time?



Moving Forward with NVC

- A habit to “try, try again”!
- cnvc.org



“If your compassion does not include yourself, it is incomplete.”

—Jack Kornfield



Kristin Neff



- Associate Professor of Educational Psychology at the University of Texas at Austin.
- **With self-compassion, we give ourselves the same kindness and care we'd give to a good friend.**



3 Elements of Self-Compassion

Self kindness v
self-judgment



3 Elements of Self-Compassion

Self kindness v
self-judgment



Common
humanity v
isolation



3 Elements of Self-Compassion

Self kindness v
self-judgment



Common
humanity v
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Mindfulness v
over-identification



Practicing Self-Compassion

1. Write about a close friend.
2. Write about yourself.
3. Do you notice difference?
4. How do you think things might change?



Moving Forward with Self-Compassion

- A habit to “try, try again”!
- self-compassion.org



Questions? Thoughts?

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Healthy IU Website: healthy.iu.edu

... THANK YOU!



INDIANA UNIVERSITY

FULFILLING *the* PROMISE