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

Look within: How to observe and express our needs

Compassion for all, including ourselves
Nonviolent Communication (NVC)

Observations
Requests
Feelings
Needs

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:
https://www.cnvc.org/training/resource/feelings-inventory
Feelings When Needs Are Not Satisfied

- Afraid
- Annoyed
- Angry
- Aversion
- Confused
- Disconnected
- Disquiet

- Embarrassed
- Fatigue
- Pain
- Sad
- Tense
- Vulnerable
- Yearning

More info:
https://www.cnvc.org/training/resource/feelings-inventory
NVC Model

- Observations
- Requests
- Feelings
- Needs
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 isolation

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!