

WORK COLLABORATIVELY

Empowering organizations and leaders
with training and coaching on collaboration

Affiliated with the global
Center for Nonviolent Communication



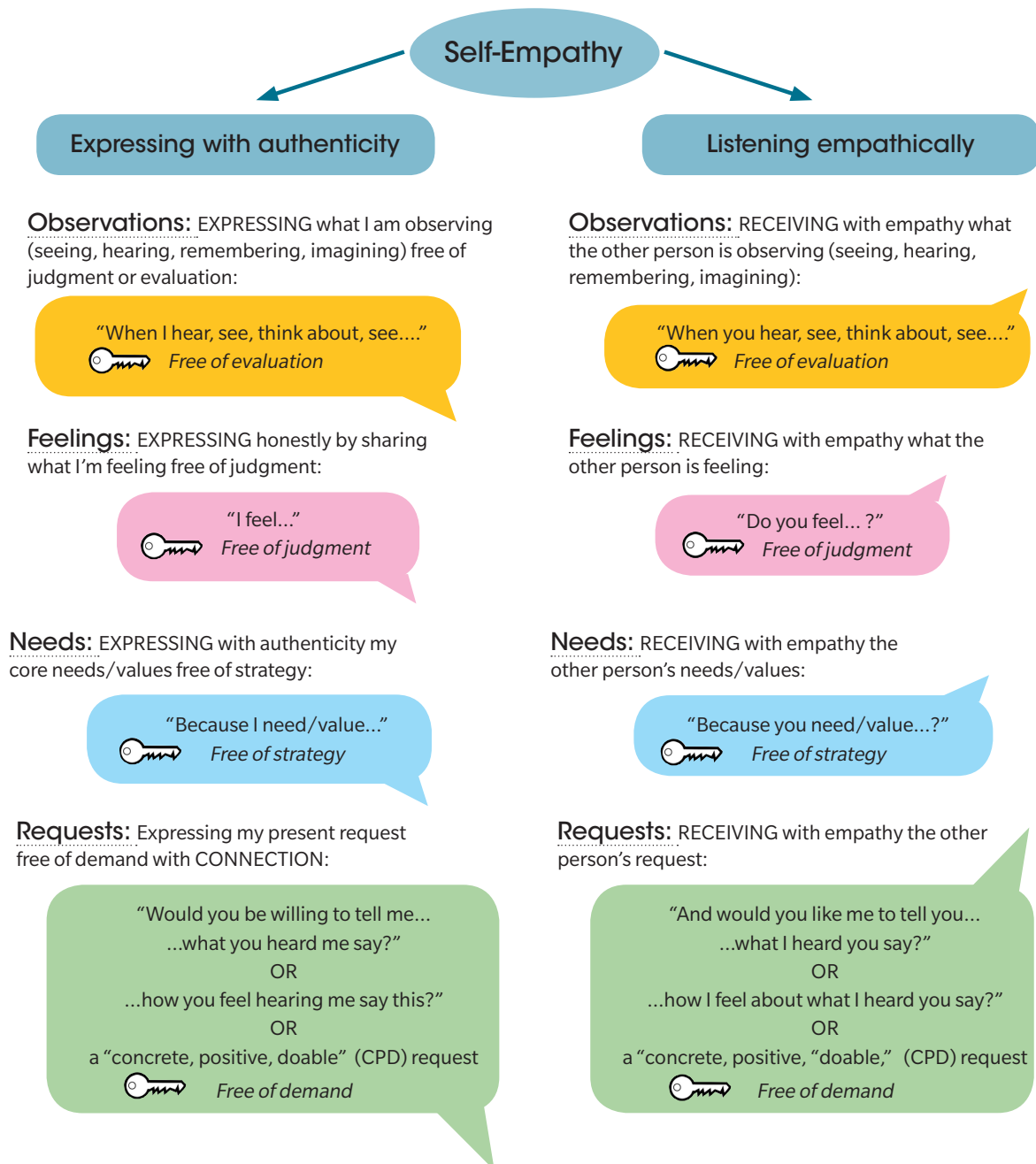
Introductory Materials

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The Nonviolent CommunicationSM Model

... which supports the practice of Collaborative Communication



 **Key Concepts**
 **Tagline**

Needs Inventory

The following list of needs is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

CONNECTION

acceptance
affection
appreciation
belonging
cooperation
communication
closeness
community
companionship
compassion
consideration
consistency
empathy
inclusion
interdependence
intimacy
love
mutuality
nurturing
respect
self-respect
safety
security
stability
support
to know and be known
to see and be seen
to understand
to be understood
trust
warmth

HONESTY

authenticity
integrity
presence

PLAY

fun
joy
humor

PEACE

balance
beauty
communion
ease
equality
harmony
inspiration
order

PHYSICAL WELL-BEING

air
elimination
hydration (water)
nourishment (food)
movement (exercise)
rest/sleep
sexual expression
safety
shelter
touch
warmth

MEANING

awareness
celebration of life
challenge
clarity
competence
consciousness
contribution
creativity
discovery
efficacy
effectiveness
growth
hope
learning
mourning
participation
purpose
self-expression
stimulation
to matter
understanding

AUTONOMY

choice
expression
freedom
independence
space
spontaneity

Words To Describe Feelings

The following are words we use when we want to express a combination of emotional states and physical sensations. This list is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

There are two parts to this list: Feelings we may have when our needs **are** being met and feelings we may have when our needs are **not** being met.

Some feelings when your needs are satisfied:

AFFECTIONATE

compassionate
friendly
loving
open-hearted
sympathetic
tender
warm

CONFIDENT

empowered
open
proud
safe
secure

ENGAGED

absorbed
alert
curious
engrossed
enchanted
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

INSPIRED

amazed
awed
wonder

EXCITED

alive
amazed
animated
ardent
aroused

astonished
dazzled
eager
energetic
enthusiastic
giddy
invigorated
lively
motivated
passionate
surprised
vibrant

EXHILARATED

blissful
delighted
ecstatic
elated
enthralled
exuberant
pleased
radiant
rapturous
thrilled

GRATEFUL

appreciative
moved
thankful
touched
warm

HOPEFUL

expectant
encouraged
optimistic

JOYFUL

amused
delighted
glad
happy
jubilant
pleased
tickled

REFRESHED

awake
energized
enlivened
rejuvenated
renewed
rested
restored
revived

PEACEFUL

calm
comfortable
centered
content
equanimous
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil
trusting

Words to Describe Feelings, continued.

Some feelings when your needs are not satisfied:

AFRAID

apprehensive
dread
foreboding
frightened
mistrustful
panicked
petrified
scared
suspicious
terrified
wary
worried

ANNOYED

aggravated
dismayed
disgruntled
displeased
exasperated
frustrated
impatient
irritated
irked

ANGRY

enraged
furious
incensed
indignant
irate
livid
outraged
uneasy
unnerved
unsettled
upset

AVERSION

animosity
appalled
contempt
disgusted
dislike
hate
horrified

hostile
repulsed

CONFUSED

ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCONNECTED

aloof
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
removed
uninterested
shut down
withdrawn

DISQUIET

agitated
alarmed
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil

EMBARRASSED

ashamed
chagrined
flustered
guilty
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
spent
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD

Brokenhearted
depressed
dejected
despair
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless

melancholy
unhappy
wretched

TENSE

anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
regretting
wistful

List of Sensations

achy	dizzy	heavy	puffy	suffocating
airy	dull	intense	pulsing	sweating
bloated	electric	itchy	quaking	tense
blocked	energized	jumbly	queasy	thick
breathless	expanding	jumpy	quivery	throbbing
bubbly	faint	light	radiating	tight
buzzy	flaccid	mild	relaxed	tightness of skin
chills	fluid	moist	shaky	tingly
cold	flushed	moving	sharp	tremble
cool	flutter	nauseous	shivery	tremulous
congested	frantic	numb	shudder	twisting
constricted	froze	paralyzed	smooth	twitch
clammy	fuzzy	pounding	spasming	vibration
damp	goose bumpy	pressure	spinning	warm
dense	hot	prickly	strong	wobbly

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Some Feelings Mixed With Evaluation

Some words in English mix two kinds of expression: feelings and evaluation. Using these “mixed” words can be stimulating for others to hear and may not foster understanding and connection. This list is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

Some “Mixed” words:

Abused	Interrupted	Pressured
Attacked	Intimidated	Provoked
Betrayed	Left out	Put down
Cheated	Loved	Rejected
Cherished	Manipulated	Screwed
Defeated	Misunderstood	Threatened
Devalued	Neglected	Unappreciated
Discriminated against	Nurtured	Unheard
Forced	Overlooked	Unwanted
Harassed	Patronized	Used

Some sentence structures where the word “feel” can express THOUGHTS:

- . Feel + noun or pronoun (a subject) (i.e., “I feel you are”...or “He feels it is..” or “You feel Jack is...”)
- . Feel + “that” (relative pronoun) (i.e., “I feel that...”)
- . Feel + adjective (modifier) (i.e., fat, ugly, scared, wrong, beautiful, etc)
- . Feel + “like” (i.e., “I feel like hitting you!” “I feel like it’s wrong!”)
- . Feel + “as if” (i.e., “I feel as if it’s all right.” “I feel as if you hate me!”)

NOTE:

When “feel” is used in these ways, what follows will be a THOUGHT or OPINION, not a feeling!

Want to try practicing Collaborative Communication (NVC)?

Here are some suggestions to get you started...

Increase your feelings and needs vocabulary and awareness:

- . During the day, you may wish to check in with yourself: What am I feeling and needing at this moment?
- . You may wish to carry a list of feelings and needs with you or in your wallet, checking it during the day to support awareness and recognition.

Practice empathy with yourself:

- . Go through the model, either silently, on paper, or out loud. What are you observing/hearing yourself say, what are you feeling and needing, and is there an action you could take that would meet your needs?

Try it out on strangers:

- . While you may be eager to try out NVC with those you care about most, significant people in our lives can be the most challenging to connect with---the stakes are higher and there may be a history of disconnection.
- . To support connection and learning, you may wish to try using NVC with someone you aren't intimate with, such as a post office clerk, a librarian, the desk worker at a hotel, or a stranger you interact with.

Practice NVC consciousness:

- . While listening to others speak, try listening for what they are feeling and needing. Even without practicing the full model or stating it out loud, empathic listening can contribute to connection and understanding.

Try reflection:

- . Before practicing the full model, you may wish to try reflection: simply stating in your own words what you have heard the other person say. Reflection in itself can be a great contribution in creating connection and understanding.

When communicating with others...

Seek Self-Connection:

- . Check in with yourself while communicating---what am I feeling and needing?
- . Am I understanding what this person is saying?
- . Do I feel connected---with myself, and the other person?

Pace yourself:

- . Take pauses in the information you're sharing.
- . Try to use 40 words or less when using the NVC model.
- . Ask the other person to pause if you're feeling confused, lost, or overwhelmed.

Don't be afraid to interrupt, with compassion:

- . "I'm feeling overwhelmed with all the details I'm hearing and I really want to follow what you're saying. Could you pause for a moment?" or "Would you be willing to tell me what you heard me say?"