

Compassionate Communication

Key Points for Staying Connected

O - F - N - R

Observe the stimulus.

Find the *feeling*, spot the *need*.

Make a *request*.





Moving away from disconnecting language...

"Who cares what he said? Don't let it bother you."

...to connecting language.

through **Observation** -- **Feeling** -- **Need** -- **Request**

"When you say that, I feel confused, and I need to understand. Would you tell me what he said?"

	<p>Observation</p> <p>"Just the facts, ma'am." Be like a witness describing only facts -- no story or interpretation! Stay with what a video camera records -- actual words, physical actions, etc.</p> <p><i>"He's hot in here."</i> becomes <i>"It's 30 degrees in here and I am sweating "</i></p>
	<p>Feeling</p> <p>Feelings vs. non-feelings -- know the difference! Feelings -- emotions you experience internally. One or many. Non-feelings -- how you are thinking about or interpreting someone else. Stay in real time -- stay in the here & now, not yesterday.</p> <p><i>"I feel used"</i> becomes <i>"I'm feeling weary and upset."</i></p>
	<p>Need</p> <p>Positive and life-enriching. Link the feeling to the need.</p> <p><i>"I need you to stop talking!"</i> becomes <i>"I need some quiet time."</i></p>
	<p>Request</p> <p>Specific and do-able -- use "do's" rather than "don'ts". Solve one small piece of the puzzle. Prepare for a "no" response -- are you requesting or demanding?</p> <p><i>"Why can't you help me sometimes, like by taking the kids to practice?"</i> becomes <i>"Would you be willing to take the kids to football practice tomorrow?"</i></p>

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FEELINGS

Tips it's a non-feeling

* an unsaid 'by you' or 'by him/her/them...'

I feel attacked (by them)

Non - Feelings

versus

Feelings

What I think you are doing to me.
(The thinking in my head.)

How I feel inside.
(The feeling in my heart).

When I say....

- ...I feel unappreciated by the abbott.
- ...I feel threatened by her.
- ...he cheated me. I feel it's not fair!
- ...I feel controlled by you.
- ...I feel you're putting me down.

maybe the feeling inside is...

- ...I'm discouraged.
- ...I'm afraid.
- ...I'm upset (& need fairness).
- ...I'm frustrated.
- ...I'm discouraged.

NEEDS

Tips it's a strategy

- 'Need' followed by 'by you/him/...':
e.g. *I need for her to listen...*

Tips it's probably a need:

- * *Does everybody need this?*
- * *There are many ways to meet it.*

Strategies

versus

Needs

A way you use to try to meet a need.
(Strategies may be tragic and unsuccessful)

The need/value I have.
(What I *am* longing for).

When I say....

- ...I'd like for you to leave me alone.
- ...I want them to stop being so unfair.
- ...we need more donations.
- ...I want to live in spiritual community.
- ...I won't do it unless I feel like it at the time.

maybe the need inside is...

- ...peace, ease, relaxation.
- ...equality or fairness.
- ...security.
- ...companionship, support, growth.
- ...autonomy, choice, freedom.

