

The Model of NONVIOLENT COMMUNICATION

Honestly expressing how I am
without blaming or criticizing

Empathically receiving how you are
without hearing blame or criticism

OBSERVATIONS

1. The concrete actions I am observing
(seeing, hearing, remembering,
imagining) that are contributing
(or not contributing) to my well-being:

"When I (see, hear) ..."

1. The concrete actions you are observing
(seeing, hearing, remembering, imagining)
that are contributing (or not contributing) to your
well-being:

"When you (see, hear) ..."

FEELINGS

2. How I am feeling in relation
to these actions:

"I feel ..."

2. How you are feeling in relation to
these actions:

"do you feel ..."

NEEDS

3. The life energy in the form of
needs, values, desires, expectations
or thoughts that are creating
my feelings:

"because I am (needing) ..."

3. The life energy in the form of needs,
values, desires, expectations or thoughts
that are creating your feelings:

"because you are (needing) ..."

REQUESTS

Clearly requesting that which would
enrich my life without demanding

4. The concrete actions I would like taken:

"and I would like you to ..."

Empathically receiving that which would
enrich your life without hearing any demand

4. The concrete actions you would like taken:

"and would you like me to ...?"