



Nonviolent Communication

By Marshall Rosenberg, PhD

The below information is taken directly from Marshall Rosenberg's book Non-Violent Communication, which I highly recommend. I like to call this Compassionate communication.

Step 1:

Observe something that affects your well-being. Eliminate any evaluation or opinion. Be specific to time and context (e.g., My friend has not called me in the last 3 months)

Step 2:

Share your **Feelings**. Distinguish your Feelings from your thoughts (e.g., I am constantly calling them). Distinguish your Feelings from what we think we are (I feel inadequate). Distinguish your Feelings from how we think others are behaving (I feel neglected). What others say or do may be the stimulus, but they are never the **cause** of our feelings.

Step 3:

Connect your Feeling with a **Need**. I feel_____ because I need_____.

Note: Needs, values and desires create our feelings! Judgments of others are **alienated expressions** of our own unmet needs!

Step 4:

Request by asking for specific actions that will fulfill your **Expressed Need**. Express what you **do** want versus what you don't want. Ask for reflection of what the person heard you ask. Alternatively, you can ask for specifics from them - "What are you wanting from me that you are not receiving?" Distinguish between requests and demands, based on what happens if the person chooses not to execute your requested specific actions.