

The 4 Components of Nonviolent Communication

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Observation: A description of “what’s actually happening” as reported by our senses (sight, hearing, touch, taste, and smell), plus our “inner” senses (e.g. our inner voice, vision, thoughts, etc.).

- Direct, Sensory Experience
- “Just the facts.”
- Specific to time and context.
- The highest form of human intelligence.
- Free of judgment, criticism or other forms of analysis.
- The trigger of our experience.

Key Distinction: Observation vs. Observation Mixed with Evaluation

Evaluations are “moral” judgments of good~bad, right~wrong, appropriate~inappropriate that tend to fixed or static

Feeling: Physical Sensations + Emotions

- Feelings are universal.
- The signals we receive from our body alerting us to the state of our needs.
- Feelings are composed of physical sensations (e.g. tight jaw, queasy stomach, smile, etc.) and/or emotions (e.g. sad, glad, mad, disappointment, frustration, guilt, etc.).

Key Distinction: Feeling vs. Thought

- **Thoughts** are cognitive or mental, including beliefs, ideas and opinions

Need: Resources required to sustain and enrich life.

- Needs are universal.
- Transcend cultural mores and conditioning.
- Needs make no reference to any specific person doing any specific thing.
- “Values” are generally equivalent to Needs

Key Distinction: Need vs. Strategy

- A **strategy** is a specific method to fulfill a need

Request: An opportunity to contribute to the well-being of oneself and/or others

- A concrete offering with the intention of contributing to fulfilling a need.
- Requests are specific actions stated in the positive (what we DO want).
- Immediately doable.
- There are three types of requests:
 - C. Clarity
 - B. feedback
 - A. Action

Key Distinctions: Request vs Demand; Request vs Wish

- **Demands** include a threat of punishment or the promise of reward linked to a behavior
- **Wishes** tend to be vague, future oriented, and non-specific