

The first request I call the “air traffic controller’s request.” It’s about message sent, message received. We might frame it thus (and there are a variety of ways to phrase it): **Would you be willing to tell me what you’re hearing me say?** We have taken some care in how we’ve spoken and we want to check to see that we’ve been heard as intended.

The second is an “invitational request.” We’ve shared what’s going on for us in the moment and with this request, we invite the other to share what’s alive for them. It sounds something like this: **Would you be willing to tell what’s coming up for you in hearing what I’m saying?** Or more colloquially: **What’s coming up for you now?** With this request, we are saying that, yes, we have something coming up for us and, at the same time, we’re interested in what’s coming up for the other. In making this request, we prepare inwardly to give empathy.

## Gratitude

Marshall Rosenberg has said that all we say is “please” and “thank you.” When we speak we either have a request arising out of one of our needs, or we are expressing our gratitude for something someone has done.

Compassionate Communication enables us to deepen and bring precision to the practice of gratitude. We do this by being specific about what was done or said (the observation), we share the feelings that were stirred in us, and identify those needs that were met.

For example: **When you arrive at the kindergarten whenever it snows and shovel a path for the children and families (observation), I feel relieved and grateful (feelings), because it meets my need for support and consideration (needs). Thank you!**

Rather than the positive evaluation—“You’re so thoughtful”—we say what they did or said. We give them useful information. Through this practice, we come to recognize the many and various ways that we contribute to each other’s lives. We also come to realize the power of the smallest deeds. When we receive such a gratitude we know exactly what we said or did that worked for the other person, and we tend to

*It is important to develop the life of feeling. Gratitude, reverence and holy awe are feelings that in later life come to expression as the power of blessing, as out-streaming human love.*

Rudolf Steiner, Rosicrucian Esotericism