



EXPRESSING WITH COMPASSION

The Nonviolent Communication Model

When I observe (see, hear, etc.) ...

OBSERVATIONS

What am I observing? Is it muddled with evaluation? Is there spin?
Can I frame it so I can create common ground?

I'm feeling ...

FEELINGS

What am I feeling? Is it a feeling or a thought? Is it a faux feeling?
Am I sharing myself with the other?

Because I'm needing/I value...

NEEDS

What am I needing? What needs are calling for attention? Am I
confusing it with a strategy?

Would you be willing...?

REQUESTS

Am I asking for what I want? Do I want understanding, or do I have a
specific, presently doable request? Am I open to either yes or no?



AN EXAMPLE OF A PARENT AT CHOICE

**PARENT SAYS TO TEACHER: "The class is out of control and
my daughter is miserable."**

PARENT REPHRASES:

- **When I see** how unhappy my daughter is when she comes home and tells me about some things that happen to her at school, (observations)
- **I'm feeling** heartbroken and alarmed, (feelings)
- **Because I need** clarity about what's going on for my daughter. I need to know that she is safe and supported at school. (needs for clarity and doing what's best for one's children)
- **Would you be willing** to share with me what you see happening and the steps you're taking to foster harmony among the children? (request)

**TEACHER REPLIES IN FRUSTRATION: "Parents expect teachers to do miracles.
Parents are so busy they're barely involved."**

PARENT EMPATHIZES:

- **When I bring** my concerns about Emily's unhappiness in school and some of the behavior she has described (observations)
- **Are you feeling** overwhelmed and frustrated? (feelings)
- **And needing** some understanding around the challenges you face as well as support for your efforts? (needs for understanding & support)
- **I'm wondering if** I've understood you the way you'd like and whether there's something more you'd like to share? (request)