



# Towards Conscious Communication

Based on Nonviolent Communication as  
developed and taught by Marshall Rosenberg

by Tewa Holloway



# Gratitude

Deep gratitude from deep in my heart to Marshall Rosenberg for asking the questions, unfolding answers and sharing them so widely bringing so much hope, connection and possibility to so many of us....

And a grateful heart to all those I have continued my NVC learning and deepening with, including Christa Morf, Robert Gonzales, Inbal Kashtan, Miki Kashtan, Jim and Jori Manske, John Kinyon, Aniruddha Gadankush, Saleem Ebrahim, my Monday night group and NVC community in Kauai, my NVC community in Auroville and the countless folks who have participated in my NVC workshops over the past 6 years....

# Intention

My intention is to contribute to the co-creation of a global community that can acknowledge and address both the survival and ‘thrival’ needs of all beings, plant, animal, mineral and human.....

It is my hope that through this book, we may explore, learn and grow together in a spirit of shared values for deeper peace, love, understanding and interconnectedness in our Consciousness, our communications and our actions.

So It Is!

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# COMPASSIONATE COMMUNICATION

## PREMISES AND INTENT

Nonviolent Communication is based on the premises that:

- 1) We are all trying to meet needs and there are infinite ways to do so.
- 2) We fare better if we know how to get our needs met in a cooperative rather than an aggressive way.
- 3) Each of us has remarkable inner resources we can use if we receive empathy to get in touch with them.
- 4) People naturally enjoy contributing to the well-being of others when they can do so without any element of coercion.
- 5) Each of us is responsible for, and in choice regarding, our actions and our responses to what others say or do (though we are not always aware of this).
- 6) Some forms of thinking and speaking tend to disconnect us from the life within ourselves and others, whereas other forms support us in remaining connected with life.

Some of the intentions of this process are to offer skills to:

- 1) Achieve and maintain satisfying connections with ourselves and others.
- 2) Get our needs met in ways that take into consideration the needs of others.
- 3) Remedy communication that has been painful or unsuccessful.

Adapted from 'Nonviolent Communication: Premises and Intent', Center for Non-violent Communication © 2001

# NVC LANGUAGE AND CONSCIOUSNESS

As understood by Tewa

The 'Process of Compassionate (Nonviolent) Communication' is about choosing to embody and speak from a consciousness that reflects and supports compassion and connection and thereby contributes to peace, inner and outer.

As a strategy to meet these needs, Marshall Rosenberg developed a language structure that would support people to clarify and express their intention to come from a place of compassion and thereby create and enhance connection both with themselves and with others.

In other words, the 'language of NVC' (Observation, Feeling, Need, Request ie:O,F,N,R) is designed to support the consciousness of NVC, but the language alone, without the clear intention to connect compassionately, is NOT NVC.

Sometimes, using the language structure of O,F,N,R, actually leads to disconnection if the listener feels uncomfortable with that structure (for various reasons) or, if the one speaking it is not self-connected or does not have the intention to connect with, and be open to hearing, the other.

At the same time, the language structure CAN support one in returning to the consciousness of NVC, by helping one slow down and listen to one's feelings and needs, as well as those of the other. One might choose to do this silently at first. Alternatively, one can share with those one is comfortable with that one is learning a new way to connect that might sound unusual, and request understanding and support for the learning and growth curve.

Continued over pg...

## NVC LANGUAGE AND CONSCIOUSNESS cont.

A large part of NVC Consciousness, as I understand it, is listening for our judgments and translating them, to get connected to what is alive in us and others in terms of feelings and needs. We can do this silently within, and in so doing, we are shifting our awareness to a place of compassionate connection and understanding. From this place, we are more likely to choose language that fosters connection, no matter what it's structure might be.

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# WHY I AM PASSIONATE ABOUT NVC

By Tewa Holloway

I deeply value this process of Conscious (Nonviolent) Communication, because when I am living this consciousness, and especially when I am living it with others, I am experiencing the world I love living in.....

This is a world where everyone matters and is held with the spirit of compassion by others....

..... a world where tender, open, vulnerable connection with ourselves and with others is the focus and is experienced in place of 'being right', of blame, criticism, who deserves what, of demand and expectation.....

..... a world where I know in my bones that I am enough just as I am and that I am loved and loveable just because I exist and so is everyone else.....

..... a world where I can fully trust that I and others will be seen and heard and held with compassion, no matter what is alive or what pain I/we are in.....

..... a world where I am aware of, and acknowledge responsibility for, my experience and my feelings and needs and where I acknowledge others are responsible for their experiences, feelings and needs.....

..... a world where we choose from the infinite well of natural giving to enrich one another's lives freely, without condition or expectation.....

..... a world where authenticity is cherished and empathy is second nature.....

.....a world where appreciation is expressed solely as a celebration of how life has been enriched.....

.....a world where mistakes are seen as gifts and opportunities to grow and held gently by myself and others.....

..... a world where conscious choice and interdependence dance joyfully together.....

..... a world where the purpose of life is to laugh all our laughter and cry all our tears as we journey together to knowing Who we truly Are.



# THE 4 D'S OF LIFE~ALIENATING COMMUNICATION

## 1. DIAGNOSES

(INCLUDING CRITICISM, INSULT, JUDGEMENT,  
EVALUATION)

These imply 'wrongness' or 'badness' or 'goodness'.

E.g.: "You are so lazy."

"She is a terrible communicator."

"They are such kind people."

## 2. DESERVE~ORIENTED LANGUAGE

This language puts one in the position of a judge who decides which actions are to be punished and which rewarded.

E.g.: "She deserves a treat for helping you."

"He deserves a spanking for breaking that window."

## 3. DENIAL OF RESPONSIBILITY

Here we deny personal responsibility for our thoughts, feelings and/or actions and attribute them to any causes other than our needs.

E.g.: 1. PEER PRESSURE

"I lied because all my friends did."

2. IMPERSONAL FORCES

"I went to the party because I had to."

3. UNCONTROLLABLE URGES

"I was overtaken by my desire to call her."

#### 4. AUTHORITARIAN CODES OF CONDUCT

“I fired him because the CEO told me I had to.”

#### 5. THE ACTIONS OF OTHERS

“I took his toy away because he yelled at me.”

#### 6. SOCIAL, AGE OR SEX ROLES

“I can’t go dancing because I am an older, single woman.”

#### 7. PSYCHOLOGICAL OR PERSONAL HISTORY OR CONDITION

“I hit my child because I was abused as a child.”

#### 8. RULES, REGULATIONS, POLICIES

“I have to wear long-sleeve shirts and pants to work because it is company regulation.”

#### 4. DEMAND LANGUAGE

A demand is a request with an overt or covert threat of blame or punishment implied if the request is not carried out.

E.g.: “Please do the dishes right now...”

“Take out the trash immediately or I will be mad!”

“You’d better be nice to your sister.”

#### References

Chapter 2: Communication That Blocks Compassion: Rosenberg, Marshall B.

Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 2: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

# OBSERVATIONS

1. When choosing to use the process of Compassionate Communication, the **FIRST step is to become aware of the OBSERVATION.**
  2. The **OBSERVATION** is a **statement about the particular events, words or actions** that we wish to bring to the attention of the person with whom we are talking.
  3. It is the **stimulus** for our or their feelings (not the cause).
  4. It is **free of all evaluation, analysis, judgment, opinion or criticism.**
  5. It is as **'factual'** as possible. In other words, it is a simple **description of exactly what we saw or heard.**
  6. We think of what a video camera would 'see' or 'hear' when expressing an observation.
  7. This can **create a mutual space** from which to proceed.
  8. When evaluations, judgments, criticisms etc. are mixed in with our OBSERVATION, the other person may find it hard to hear what we have to say.
- Eg:** Instead of saying **"You're annoying"**, we might say, **"I saw you continue tapping her arm after she asked you to stop"**.

## References

Chapter 3: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 3: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

# FEELINGS

1. Feelings are bells of awareness. They may be stimulated by what we or others observe or think.
2. As NVC defines it, feelings are rooted in needs i.e.: needs are the cause of feelings.
- 3 They are gifts that let us know whether deep needs or values are being fulfilled or not.
4. When identifying and expressing feelings, we focus on finding words that describe the energy that is in motion within us or another.
5. We simply become aware of what the feeling is, in this moment, without holding on or pushing away.
6. When expressing feelings, follow the words “I feel” or “Do you feel...?” with a feeling word right away e.g.: “I feel ecstatic” or “Do you feel fearful?”.
7. When we say “I feel like...”, “I feel that ...”, “I feel you...”, “Do you feel that he...?”, what follows are thoughts, not feelings.

## References

Chapter 4 Identifying and Expressing Feelings: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 4: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

Klein, Shari & Gibson, Neill. What's Making You Angry. Encinitas, CA: PuddleDancer Press, 2003

# Needs

1. Trees have needs, animals have needs, people have needs.
2. All humans have the same core needs. **They are the expressions of what is most alive in us** ie: core values and basic survival needs.
3. They are simply a part of being human. They are not good or bad.
4. When **needs are being met**, the feelings tend to be what we label 'satisfying'.

When **needs are not being met**, the feelings tend to be what we label 'unsatisfying'.

5. The **aim** in identifying and expressing needs is:

~ **to understand myself** and thereby create a connection between my mind and my heart (self-empathy).

~ **to understand others** and thereby create a connection between my heart and another person's heart (empathy).

6. When we become aware of what needs are not being met, it then becomes possible to take action to find ways to meet those needs.

7. When we are connected at the heart level, solutions may arise to meet everyone's needs.

8. When identifying and expressing needs, we **focus on words that describe shared human experience** rather than on the strategies to meet those needs.



E.g.: “I am needing connection” rather than “I am needing you to come and visit”.

9. When we become aware of the needs and/or the thoughts about the needs, **we realize that needs (and/or the thoughts about them) are the underlying cause of feelings.**

10. We can then truly take responsibility for our feelings instead of placing blame for them on someone/something else. We can also then allow others to be responsible for their feelings instead of taking on the responsibility for them.

## References

Chapter 5: Taking Responsibility For That Which Would Enrich Life: Rosenberg, Marshall B. *Nonviolent Communication- A Language of Life*, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 5: Leu, Lucy. *Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study*. Encinitas CA: PuddleDancer Press, 2003

CD's: Needs and Empathy & Experiencing Needs As A Gift. Recorded at an International Intensive Training in Nonviolent Communication led by M.B.Rosenberg in Corona, CA 2000. Produced and edited by Eric Altshuler

# Requests

What would make life more wonderful for us?

1. The REQUEST is about you and me, or about me and me, or about you and you.

2. It is the connecting bridge.

3. Once I have expressed my observation, feeling and need clearly, what ACTION can be taken to fill my need?  
(authentic expression)

Once I have guessed at your observation, feeling and need, what ACTION can be taken to fill your need? (empathic reception)

4. A request gives the other person the opportunity to enrich life. It can be seen as a gift, because we are offering someone the possibility to make life more wonderful!

5. Requests are specific, quantifiable, doable in the present moment and stated in positive-action language (i.e.: ask for what you DO want, not what you don't want).

6. In NVC we make requests rather than demands in order to meet needs for respect and choice.

7. When a request is denied, we can tell by the response of the person who made the 'request' whether it was indeed a request or a demand.

8. As Marshall Rosenberg has said, **there are 10 billion people, dogs, cats and puppets on the planet so consider staying open to needs being filled in unexpected ways.**

13.

9. There are two types of requests:

**a) Connecting requests**

“Would you be willing to tell me what you heard me say?”

“Would you be willing to tell me how you feel about what I just said?”

“Would you be willing to reflect back what you heard?”

**b) Action requests**

“Would you be willing to agree to do the laundry before 5pm tomorrow?”

“Would you be willing to spend a half hour with me now discussing what might help you to come to work on time in the future?”

“Would you be willing to agree to continue this discussion right after dinner tonight?”

**10. When you are in an “intense conflict” situation, several rounds of connecting requests increase the chances of creating a connection, out of which a solution can arise to meet everyone’s needs.**

**References**

Chapter 6, Requesting That Which Would Enrich Life: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 6: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

# More on Requests in NVC

Requests in NVC are 50% of the process!

Once we have expressed our observation, feeling and need, we get to make a request of the other to connect and offer them the opportunity to enrich our life!

When our request is do-able, specific, present-moment and in positive action language, the other has the information they need to help them decide if they wish to fulfill our request.....they know what we are wanting, rather than trying to guess....and we are more likely to actually get what it is we are wanting!

Here are **some examples** of possible requests you can make in the process of connecting with, making agreements with and/or requesting clarity of another :

- \* Do you trust that I care about your needs?
- \* Do you have any ideas how both our needs can be met?
- \* Is there something else you'd prefer to do?
- \* Would you like to take a break and continue this conversation after dinner?
- \* Do you have any ideas how I can get support for this?
- \* Would you be willing to tell me what you heard me say?
- \* Would you be willing to spend a half hour discussing this with me so that we can find a way to meet both our needs?
- \* Do my needs matter to you right now?
- \* Would you be willing to put your giraffe ears on while I speak?

- \* Would you be willing to give me 10 minutes of empathy before we discuss this further?
- \* Would you like me to give you 10 minutes of empathy before we discuss this further?
- \* Is there something you are wanting from me right now?
- \* Would you like a hug?
- \* Would you be willing to tell me if any of your needs are met/unmet by my suggestion?
- \* Can I share with you how I feel hearing that?
- \* Is there anything else you would like to say?

From notes taken at NVC Family Camp with Inbal Kashtan, June 2005

## On Making Requests:

I have noticed that often, I, and others, are not comfortable making requests.....I believe that we have been raised to see our requests as a burden, rather than as a gift... and they are a gift in the sense that they give the other person the wonderful opportunity to enrich life!

Some of the fears around making requests:

- Thinking my request is a burden to the other.
- Believing one is not worthy of help/support.
- Fearing that someone might say ‘Yes’, when they really don’t want to (otherwise known as a jackal ‘yes’).
- Thinking “I should be able to manage on my own.”
- Being seen by oneself or others as ‘needy’.

Underlying these fears are often needs for love, acceptance, ease, harmony.....

# O, F, N, R WORKSHEET

OBSERVATION: (30 words or less)

“ When I see/hear/remember...

...”

FEELING: (maximum of 3 feelings)

“...I feel... 1.

2.

3.

NEED: (match each feeling above to a need)

“...because I need... 1.

2.

3.

REQUEST 1: (First make a connecting request)

“Would you be willing to...

...?”

REQUEST 2: (Now make an action request that is specific,  
doable, present-moment and in positive action language)

“Would you be willing to...

...?”

# GIRAFFE APPRECIATION AKA 'GIRAFFE JUICE'

1. Marshall Rosenberg calls NVC Appreciations 'Giraffe Juice' because "the more we feel it, the more we strive to do that which contributes to life"\* ~ which is what NVC is about: ~ staying connected with the feelings and needs of ourselves and others so that we may think, speak and act in ways that enrich life.

\* M.B.Rosenberg at an NVC workshop, Maui, Hawaii, May 10-12, 2004

2. A Giraffe Appreciation is solely a celebration that life has been enriched.

3. From the NVC perspective, praise and compliments as we usually give them are considered life-alienating. The reason for this is that they reveal little of what is alive in the speaker (i.e.:feelings and needs) and they put her/him in a place of judgment.

4. NVC teaches us to receive appreciation with the same quality of presence we have when listening to other messages.

We may receive appreciation:

- silently
- verbally by reflecting back what we heard
- verbally by honestly expressing our feelings and needs upon receiving the appreciation

5. The components of a Giraffe Appreciation are as follows:

- Observation
- Feeling
- Need

### **OBSERVATION:**

We express the words or actions that have contributed to our well-being.

**“When I recall.....”**

### **FEELING:**

We express the specific feeling of pleasure that is engendered as a result.

**“...I feel...”**

### **NEED:**

We state the particular need that is fulfilled.

**“...as my need for.....is met.”**

6. A request is not necessary as your need is fulfilled, unless you would like to know what is going on in the other person upon receiving the appreciation, in which case you can ask them.

### References

Chapter 13: Expressing Appreciation In Nonviolent Communication: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 13: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

CD's: Giraffe Fuel for Life. Recorded at an International Intensive Training in Nonviolent Communication led by M.B.Rosenberg in Corona, CA 2000. Produced and edited by Eric Altshuler



# Empathy: What Empathy Isn't

This sheet is intended to meet a need for clarity. The following are not wrong, they are just not empathy.

When giving empathy, we are out visiting the heart of another. The following can be bells of awareness to let us know we have come back home into our own heart or head.

When you notice you have slipped into one of these modes while giving empathy, you have a choice:

- you may choose to go back to empathy (checking back in with yourself later)
- you may choose to stay home with what has become alive for you.

You might choose the latter especially if what is up for you is so alive that you are not able to set it aside to be present with the other person.

**ADVICE:** “I think you should...”

**CONSOLATION:** “It wasn't your fault, you couldn't have known...”

**SHARING YOUR OWN EXPERIENCE:** “That reminds me of the time...”

**EDUCATION:** “This could turn into a positive experience for you if you would...”

**SYMPATHY:** “I feel so sad when I hear that...”

**SHUTTING DOWN:** “Cheer up now, don't feel so bad...”

**EXPLAINING:** “I would have called but...”

**INTERROGATING:** “Now tell me, when did this start...”

**CORRECTING:** “That is not how it happened...”

**ONE-UPPING:** “That's nothing. Wait till you hear what happened to me...”

# Empathy: What Empathy Is

1. **Empathy is presence** – visiting the heart of another with our heart.
2. **It is when we receive another with acceptance while they express themselves.**
3. The **intention we hold is what is most important** when giving empathy.
4. Empathy can be given verbally or silently.
5. When we empathize in NVC, we GUESS at what the other person's feelings and needs are as we can never know for sure what is going on inside another.
6. By asking, we create a space for them to get more in touch with themselves.
7. When giving empathy, we speak for only 2 reasons:
  - when we want to be sure we've understood
  - when we sense the other person would like to know we've understood
8. **We allow the other time to get to their root need/s.**
9. Once we sense a shift in the other when they have received enough empathy, we can then try to guess at a request or strategy.

## References

- Chapter 7 & Chapter 8: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.
- Rosenberg, Marshall B. Getting Past the Pain Between Us. Encinitas, CA: PuddleDancer Press, 2003

# Self-Empathy

What is alive in me? What am I feeling and needing?

When you notice you are in a state of emotional turbulence:

1. ASK: What am I telling myself?
2. Listen to your thoughts, as they are.
3. Write down at least 3 of them, in detail.
4. Take one thought at a time and ask: **“What am I needing when I think that?”**
5. Then ask: **“What am I feeling?”**
6. Take your time. Go through the process with each thought you wrote down.
7. When you notice a shift and a calming in your body and mind, (eg: a sigh), you may ask, **“Is there anything I would like from myself right now?”**.
8. If the answer is “Yes”, move on to formulating a request.
9. Remember to make the request specific, quantifiable, doable in the present moment and stated in positive action language.  
ie: **“Am I willing to...?”**

## References

Chapter 9, Connecting Compassionately with Ourselves: Rosenberg, Marshall B. Nonviolent Communication- A Language of Life, 2<sup>nd</sup> Edition. Encinitas CA: PuddleDancer Press, 2003.

Chapter 9: Leu, Lucy. Nonviolent Communication Companion Workbook- A Practical Guide for Individual, Group or Classroom Study. Encinitas CA: PuddleDancer Press, 2003

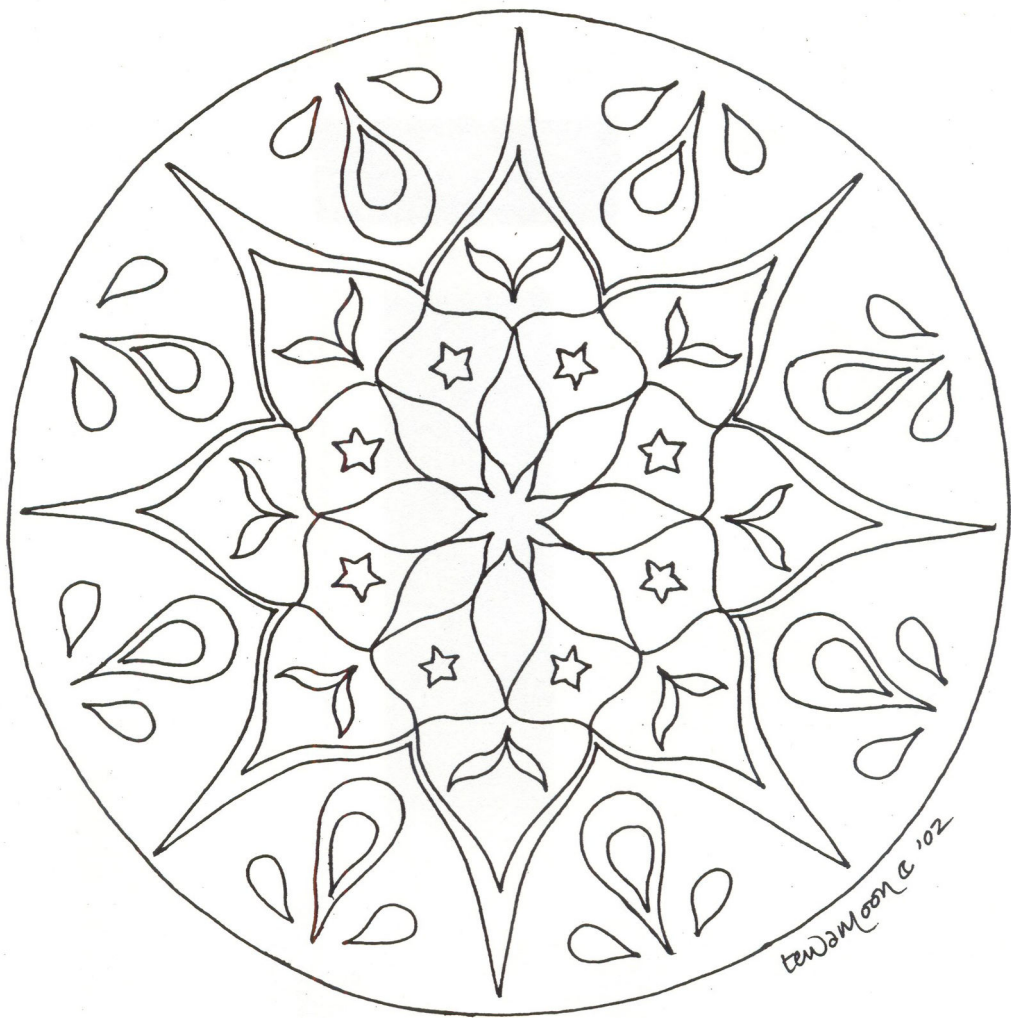
# Watching the Magic Show

“Have you ever been surfing? Imagine you’re on your surf-board now, waiting for the big one to come. Get ready to get carried with that energy. Now, here it comes. Are you with that energy right now? That’s empathy. No words- just being with that energy. When I connect with what’s alive in another person, I have feelings similar to when I’m surfing.

To do this, you can bring in nothing from the past. So the more psychology you’ve studied, the harder it will be to empathize. The more you know the person, the harder it will be to empathize. Diagnoses and past experiences can instantly knock you off the board. This doesn’t mean denying the past. Past experiences can stimulate what’s alive in this moment. But are you present to what was alive *then* or what the person is needing and feeling in *this* moment?

If you think ahead to what to say next- like how to fix it or make the person feel better- BOOM! Off the board. You’re into the future. Empathy requires staying with the energy that’s here right now. Not using any technique. Just being present. When I have really connected to this energy, it’s like I wasn’t there. I call this “watching the magic show”. In this presence, a very precious energy works through us that can heal anything, and this relieves me from my fix-it tendencies.”

- Marshall B. Rosenberg Ph.D.



twDAMoon C '02

# The Moment of Choice

- 1) We choose everything we do or say.
- 2) However, we are not always conscious of this.
- 3) Conscious Choice to Live NVC  
Ie: Connecting with NVC Consciousness and choosing to use NVC Skills
  - a) Recognizing the possibility (becoming aware) that I HAVE a choice to live NVC.
  - b) Developing our skills and grounding in NVC so that we have access to them when the choice is recognized.
  - c) Finding the willingness to choose to live NVC (more and more, even when triggered)
- 4) The moment I notice I am judging myself or another is a Moment of Choice.
- 5) It is a choice to live NVC:
  - It can just mean that I am choosing compassion for myself.
  - It can mean connecting empathically with another.
  - It can mean entering a Giraffe Dance.
  - It can mean expressing myself honestly, with willingness to also hear from the other.
  - It is usually a combination of some or all of the above.
- 6) NVC is a forgiving practice, because at every moment I have a new choice, yay!

From notes taken at the NVC Family Camp with Inbal Kashtan  
([www.baynvc.org](http://www.baynvc.org)), June '05, California

# The Moment of Choice Diagram

(READ from the BOTTOM up)

Life-Alienating Choice  
To an Ocean of Separation

Life-Serving Choice  
To an Ocean of Connection

Continue to Think,  
Blame, Judge,  
Put Down, Evaluate  
Criticize, Disconnect

Choose to Connect to Life,  
to Feelings and  
Needs,  
Empathy/Self-Empathy

Aaaaaaaahhhh...

Stop and Breathe...

This is a moment of Grace, a Spiritual Moment

I have a Choice!

Remembering...

**THE MOMENT OF CHOICE**

Embracing the Anger as a Bell of Awareness that a precious Need  
is not being met...

**ANGER APPEARS!**

###\*\*!\*#\*\*&\*\*\*!!!!###???\*##!!\*\*\*<<##\*\*\*\*!!!!

# Transforming Anger

**PURPOSE:** By connecting to and expressing the needs and feelings underlying our Anger, we foster self-connection and we increase our chances of being heard and understood.

It is also more likely the other will be open to supporting us getting our needs met.

1) Close your eyes and recall a time when you felt angry. Bring the experience to life by recalling the details of the situation....how did you feel, how did it look, what sounds, smells were there etc.?

## 2) **STIMULUS:**

Identify the stimulus of your anger in the form of an Observation. (write it down)

## 3) **SHOULD-THOUGHTS:** (cause of anger)

What were the 'should-thoughts' in your head? (Write these down).

Also write any judgments, evaluations etc. that are present.

## 4) **TRANSLATE INTO NEEDS:**

For each 'should-thought', judgment etc., ask "What am I needing or longing for when I think that?" (Write the needs down)

## 5) **OPEN TO FEELINGS:**

- Close your eyes and sit quietly with the awareness of your unmet needs in that situation.

- Go inside yourself and see what feelings arise.

- Say to yourself," When I realize my need for ....&....&....not being met, I feel....."



- You might notice physical sensations, emotions and mind-states arise.....fully be with whatever comes up.....no need to find words to express it...
- If thoughts come in, simply recognize them by saying “Here is a thought”, and let it go...
- Gently bring your attention back to the feeling level of physical sensations, emotions and mind states you are discovering in yourself.
- When you sense you are finished with the exploration, verbally identify the feelings associated with your unmet needs in that situation. (Write these down)

## **6) PRESENT REQUEST:**

- Close your eyes and check in with yourself asking, “What do I want from myself or another that would support me in fulfilling these needs?”
- Verbalize your request, remembering to make it doable in the present moment, specific, quantifiable and stated in positive-action language. (Write it down)

## **7) ANGER TRANSFORMED INTO LIFE~SERVING O, F, N, R:**

- Now read the Observation, Feelings, Needs and Request you have identified, as if you were saying it to the person who stimulated you.
- How does it feel to express your anger this way?

# NVC Brief History

As a child growing up in a turbulent Detroit neighborhood, Marshall Rosenberg, the founder of Nonviolent Communication (NVC), knew he wanted to find a way of speaking that would decrease the occurrence of physical and verbal violence. As a clinical psychologist in 1961, he set out to create such a language and to teach it.

Within forty years, people on five continents were speaking that language of Nonviolent Communication.

From his childhood years, Dr. Rosenberg was intent on understanding what motivated people toward violence and why some people, even in trying circumstances, were moved to compassion instead. After studying comparative religions and the stories of peacemakers throughout history, and using his own varied life experiences, he was convinced that human beings were not inherently violent. That belief is the basis of the concepts and skills of Nonviolent Communication.

In the early 1960s Dr. Rosenberg left his clinical practice and literally went on the road, teaching people what he had learned. He wanted to give away the communication skills that he had been teaching his clients as a psychologist.

In his efforts to apply these skills to the needs of people in everyday life, Dr. Rosenberg found people all over the country who wanted to learn Nonviolent Communication and he offered it to a broad base of people in their communities.

To meet this need and to more effectively spread the skills of NVC, he founded the Center for Nonviolent Communication<sup>sm</sup> in 1984 as a non-profit organization. A volunteer staff who shared his vision of a more peaceful world started to organize workshops in an ever-increasing network of communities across the United States, and then in Europe as well.

The Center for Nonviolent Communication (CNVC) is a global organization whose vision is a world where all people are getting their needs met and resolving their conflicts peacefully.

In this vision, people are using Nonviolent Communication<sup>sm</sup> (NVC) to create and participate in networks of worldwide life-serving systems in economics, education, justice, healthcare, and peace-keeping.

In addition to groups across the U.S., CNVC now has regional teams of trainers and organizers in Eastern Europe, the Middle East, Western Europe, Russia, Indonesia, Malaysia, India, Sri Lanka, Nigeria, Sierra Leone, Rwanda, Burundi, and several countries in Latin America. By 1998 the CNVC team in the former Yugoslavia alone, had trained over 600 hundred teachers who taught over 12,000 students and parents, and now has developed curriculum materials for use with children from kindergarten through high school.

We now have more than 250 CNVC-certified trainers throughout the world and estimate that, in each of the past two years, over 250,000 people have received training in NVC in a multitude of countries, cultures, and languages. Many thousands more people have informally shared what they have learned, thus enhancing the lives of their families, workplaces, and communities. Because NVC is such a practical and do-able process, the old adage truly applies, **each one teach one.**

**Center for Nonviolent Communication<sup>sm</sup> [www.cnvc.org](http://www.cnvc.org)**

# NVC IMMERSION PROCESS

Learning the Nonviolent Communication process and bringing it into use in our daily lives is like learning to speak a foreign language. In our experience, the best way to do this is to immerse oneself in the language – **read, listen, watch, practice (speak it and write it), request support...**

Below are the ways that work for us...you may find others too. We find it very helpful to do at least one of these every day, even if for just 5 minutes. This supports us in connecting with the consciousness daily, which in turn helps us to remember to live it.

## READ:

~ **Nonviolent Communication: A Language of Life**, by Marshall Rosenberg PhD

~ A variety of **other reading materials** offered for sale by the Center for Nonviolent Communication ([www.cnvc.org](http://www.cnvc.org))

## LISTEN:

~ **CD's and Cassettes** from the Center for Nonviolent Communication (CNVC).

## WATCH:

~ **Videos and DVD's** from the CNVC.

## PRACTISE:

~ **Weekly NVC Practice Groups:** Join or start one

• **Attend Workshops:**

In Auroville contact: **Tewa** at [mandalaluna@yahoo.com](mailto:mandalaluna@yahoo.com)

or **L'aura** at [laurajoy@auroville.org.in](mailto:laurajoy@auroville.org.in)

In Pune contact: **Aniruddha** [aniruddha.gadankush@gmail.com](mailto:aniruddha.gadankush@gmail.com)

~ NVC India: [www.invci.org](http://www.invci.org)

For other locations see: [www.cnvc.org](http://www.cnvc.org)

~ **International Intensive NVC 9-day Training:** [www.cnvc.org](http://www.cnvc.org)

~ **NVC Empathy Circles:** Join or start one

~ **Do the exercises in the Nonviolent Communication**

**Companion Workbook**, by Lucy Leu.

-Keep a **Gratitude Book** as suggested by Marshall Rosenberg, in which you write two NVC Appreciations each day: one for yourself and one for someone else.

-Keep a **Jackal Journal**, as suggested by Marshall, in which you note interactions where your needs were not met and later go over what happened, using NVC to translate and see what you could have done/ said differently to be more in alignment with your NVC practice/consciousness.

-Find an **NVC buddy** to practice with regularly (in person or by phone).

### **SUPPORT:**

~ **NVC weekly practice group**, empathy circle, empathy buddy.

~ **One-on-one sessions** with an NVC Trainer/ Candidate.

~ **NVC Mediation** with Trainers/ Candidates (for couples in conflict, Families, the workplace etc.)

~ Join an **NVC Online Chat Group** (see resource directory)

~ Call the **Empathy Heartline** (based in Auroville)

~Subscribe to NVC Academy: <http://nvctraining.com>

~Visit <http://growingcompassion.org/>

# ON CONSCIOUS COMMUNICATION

An article By Tewa

To start, let us ask a question: Why do people do the things they do? Why do you eat? Why do you keep agreements? Why do you sometimes break agreements? Why do you visit your friends? Why do you play with your child? Why do you listen to a friend talking about their difficulties? Why do you go swimming or running? Why do you look for meaningful work?

Here are some possible reasons, as I see it, that we do these things.....you might like to notice if any of these reasons resonate with you....

We eat for health, pleasure, strength....

We keep agreements to build trust and to be in integrity....

We break agreements at times for ease or to do something we are more inspired by in the moment....

We visit our friends to enjoy connection, companionship, to listen and be heard, to share inspiration, for fun and play....

We play with our children to share love, learning, play, connection, nurture.....

We listen to our friends' difficulties because we value empathy, care, support, reassurance.....

We might go swimming or running because we enjoy movement, exercise, fitness, health, play....

We look for meaningful work because we value purposeful activity, contribution to life, inspiration....

Now what does this have to do with conscious communication, you might ask. (And why do you ask? Is it because you would like clarity and understanding?)

You see, by realizing that everything we do is to fulfill a need or value we have, we can start to have more compassion for ourselves and others. We are able to recognize that the things we do are to meet needs and, that we are doing so the best way we can.....

The best way??? Yes, because if we could be doing better we would be. In other words, when considering every moment of a person's life and all the resources, inner and outer, that they (and we) have, they (and we) are doing the best they (and we) can in this moment

When we hold ourselves and others with this understanding, our communication naturally becomes more conscious and compassionate. We are willing to take the time to listen and understand what needs the person was trying to meet when they did the thing we didn't like, rather than simply judging them as stupid, thoughtless, uncaring, manipulative, greedy etc. and closing our heart to them.

When communicating with the other person and telling them we truly wish to understand, and that we are holding a space for them to share, they usually feel much relief and gratitude. Once they are complete in their sharing and we have a sense we have really understood (we can check to be sure), we can ask if they are now willing to listen to us. It is much more likely that they will be both willing and also wanting to listen and understand us once they have been heard and understood.

Once both people have listened and shared (sometimes going back and forth a few times), there is usually a very natural, gentle compassionate connection flowing between them. It is out of this flow that it becomes far easier to look for solutions (if such are needed) that will truly satisfy both parties. Sometimes no further solution is needed, as the simple act of truly listening and sharing has restored the connection and, depending on the situation, this may be more than enough.

\*\*\*\*\*

# Moving from Separation to Inter-Connectedness

An article By Tewa

Experiencing inter-connectedness is something that touches me deeply. I believe that one clear and practical way to get closer to achieving this more frequently is to stop judging ourselves and others.

When I say I would like to see all of us stop judging, people often say “But you need to judge to make decisions. You need to decide what is right or wrong (appropriate/inappropriate, good/bad etc).”

I see it differently. When I think of judging, I think of standing in the position of a judge who decides what is right or wrong, and, who can then give a punishment or reward based on their decision. This could be as subtle as a few words such as “You’re so thoughtful” or “You are so inconsiderate”. It could also be more tangible in offering gifts or imposing physical punishment such as a beating. There are a few reasons I am uncomfortable with this way of behaving.

First, I don’t see things or ways of being as inherently right or wrong. They simply are, and then as a result of my upbringing, the culture I was raised in, the influence of my parents, teachers, friends etc., I inherited stories about what is ‘right’ and ‘wrong’. This is clear when we see that the same things are considered ‘right’ in one culture (one clique, one religion) and ‘wrong’ in another.....now who is to decide who is ‘right’ in their perception?

Second, when I perceive myself as a judge who has authority (the ‘right’!) to decide who/what is right or wrong, imposing punishment can actually become enjoyable (which is scary to me) because I am believing that the other ‘deserves’ it. In other words, I believe I am doing them a favor by ‘teaching them a lesson’. Unfortunately, it is rare that lessons are learned this way. If anything, either submission (out of fear) or rebellion (inner or outer) are the result. This leads me to my third point.....

When people (starting as children, yet carrying on into adulthood) learn to do things to get praise/reward and to avoid punishment, they lose



their intrinsic motivation and become extrinsically motivated. In other words, they lose touch with their inner guidance and sense of what is important to them and what their unique gift for the planet is. They start doing things to get approval (reward, praise) and after a while this often becomes hollow and unfulfilling, which, I believe, is when various addictive behaviours become attractive as a means to try to fill the emptiness.

So what is the alternative to judging?

When I notice behaviours that I feel (sometimes deeply) sad and uncomfortable about, I ask myself which of my values are not being fulfilled. I also try to understand what the people are trying to achieve by behaving in these ways. This helps me feel compassion and then I am open to listening and trying to understand their perception. This helps one stay connected and heart-centered. After this, one can consider making a request of them and letting them know what you would like to see instead. (and it is important to make a request rather than a demand! More on this next time !)

Second, to refer back to the concern people have that I mentioned in the first paragraph, we can reframe our perception. Instead of saying we need to judge, we can say we need to choose. We need to make choices consistent with our values, choices that we, and others, can live with peacefully. If I touch a fire and it burns me, I don't judge it as bad; rather, I make the choice to avoid touching fire again. If someone I care about doesn't return my calls, instead of judging them as rude or uncaring, I choose to connect to what matters to me (eg: consideration, trust, integrity). I can then choose to request whether they would be willing to hear how it is for me when they don't return my calls, or I could choose instead to ask them if they could explain why they didn't call (trying to understand their choice), or I could ask if there is anything I could do to help them remember etc.. Ultimately, I get to choose whether to continue relating to them at all.

By noticing our judgments when they arise, and transforming them in this way, we can transform a habit that leads to disconnection and create new possibilities for connection.....and slowly, slowly, we may begin to experience our inter-connectedness more and more!

# FEELINGS :When needs are met

## **AFFECTIONATE**

compassionate  
friendly  
loving  
open hearted  
sympathetic  
tender  
warm

## **CONFIDENT**

empowered  
open  
proud  
safe  
secure

## **ENGAGED**

absorbed  
alert  
curious  
engrossed  
enchanted  
entranced  
fascinated  
interested  
intrigued  
involved  
spellbound  
stimulated

## **INSPIRED**

amazement  
awe  
wonder

## **EXCITED**

amazed  
aroused  
astonished  
dazzled  
eager  
energetic  
enthusiastic  
giddy  
invigorated  
lively  
passionate  
surprised  
vibrant

## **EXHILARATED**

blissful  
ecstatic  
elated  
enthralled  
exuberant  
rapturous  
thrilled

## **GRATEFUL**

appreciative  
moved  
thankful  
touched

## **HOPEFUL**

expectant  
encouraged  
optimistic

## **JOYFUL**

amused  
delighted  
glad  
happy  
jubilant  
pleased  
tickled

## **PEACEFUL**

calm  
comfortable  
centered  
content  
equanimous  
fulfilled  
mellow  
quiet  
relaxed  
relieved  
satisfied  
serene  
still  
tranquil  
trusting

## **REFRESHED**

enlivened  
rejuvenated  
renewed  
rested  
restored

# **FEELINGS** :When needs are not met

## **AFRAID**

apprehensive  
dread  
frightened  
panicky  
scared  
suspicious  
terrified  
wary  
worried

## **ANNOYED**

aggravated  
dismayed  
exasperated  
frustration  
impatient  
irritated

## **ANGRY**

enraged  
furious  
incensed  
indignant  
irate  
livid  
outraged  
resentful

## **AVERSION**

animosity  
appalled  
contempt  
disgusted

dislike  
hate  
horrified  
hostile  
repulsed

## **CONFUSED**

ambivalent  
baffled  
bewildered  
dazed  
hesitant  
lost  
mystified  
perplexed  
puzzled  
torn

## **DISCONNECTED**

aloof  
apathetic  
bored  
cold  
detached  
distant  
distracted  
indifferent  
numb  
removed  
uninterested  
withdrawn

## **DISQUIET**

agitated  
alarmed

discombobulated  
disconcerted  
disturbed  
perturbed  
restless  
shocked  
startled  
surprised  
troubled  
turbulent  
turmoil  
uncomfortable  
uneasy  
unnerved  
unsettled  
upset

## **EMBARRASSED**

ashamed  
chagrined  
flustered  
guilty  
mortified  
self-conscious

## **FATIGUE**

beat  
burnt out  
depleted  
exhausted  
lethargic  
listless  
tired  
weary  
worn out

**PAIN**

agony  
anguished  
bereaved  
devastated  
grief  
heartbroken  
hurt  
lonely  
miserable  
regretful  
remorseful

**SAD**

depressed  
dejected  
despair  
despondent  
disappointed  
discouraged  
disheartened  
forlorn  
gloomy  
heavy

hopeless  
melancholy  
unhappy  
wretched

**TENSE**

anxious  
cranky  
distressed  
distraught  
37.

edgy  
fidgety  
frazzled  
irritable  
jittery  
nervous  
overwhelmed  
restless  
stressed out

**VULNERABLE**

fragile  
guarded  
helpless  
insecure  
reserved  
sensitive  
shaky

**YEARNING**

envious  
jealous  
longing  
nostalgic  
wistful

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# Universal Needs Inventory

The following list of needs is neither exhaustive nor definitive. It is a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

## CONNECTION

acceptance  
affection  
appreciation  
belonging  
cooperation  
communication  
closeness  
community  
companionship  
compassion  
consideration  
consistency  
empathy  
inclusion  
intimacy  
love  
mutuality  
nurturing  
respect/self-respect  
safety  
security  
stability  
support  
to know and be  
known  
to see and be seen  
to understand and  
be understood  
trust  
warmth

## PHYSICAL WELL- BEING

air  
food  
movement/exercise  
rest/sleep  
sexual expression  
safety  
shelter  
touch  
water

## HONESTY

authenticity  
integrity  
presence

## PLAY

joy  
humor

## PEACE

beauty  
communion  
ease  
equality  
harmony  
inspiration  
order

## MEANING

awareness  
celebration of life  
challenge  
clarity  
competence  
consciousness  
contribution  
creativity  
discovery  
efficacy  
effectiveness  
growth  
hope  
learning  
mourning  
participation  
purpose  
self-expression  
stimulation  
to matter  
understanding

## AUTONOMY

choice  
freedom  
independence  
space  
spontaneity

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## GIRAFFE NOTE OF APPRECIATION

When I recall....



I feel....

as my needs for ....

.....are met!

## GIRAFFE NOTE OF APPRECIATION

When I recall....



I feel....

as my needs for ....

.....are met!

**Notes:**

**Notes:**



**Notes:**

**I hope you are enjoying this book!**

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