

Nonviolent Communication (NVC) Learning Guide

Based on Marshall Rosenberg's *Nonviolent Communication: A Language of Life*

NVC Intention: To Connect from the Heart

BASIC NVC MODEL

Honestly Expressing

Observation: *When I see, hear ...*

Feeling: *I feel ...* (see reverse side)

Need: *because I need ...* (see needs below)

Request: *Would you be willing to ...*
(positive, do-able)

- for honesty: *tell me how you are feeling about what I just said?*
- for empathy: *tell me what you heard from what I said?*
- for action: *do ...* (specific, positive, concrete action)

Empathically Receiving

Observation: *When you see, hear ...*

Feeling: *do you feel ...* (see reverse side)

Need: *because you need (value, dream) ... ?* (see needs below)

Request: *Would you like me to ... ?*
(positive, concrete action)

UNIVERSAL NEEDS OR VALUES

Needs are Universal — not specific to a particular place, time, circumstance or person

Acceptance, Appreciation, Consideration, Equality, Inclusion, Intimacy, Respect, To belong, To matter

Clarity, Awareness, Understanding

Authenticity, Honesty, Integrity, Meaning, Purpose, Self-Reliance

Cooperation, Community, Contribution, Reliability, Support

Effectiveness, Challenge, Competence, Growth

Safety, Ease, Relief, Rest, Security

Health, Adaptability, Balance, Beauty, Harmony, Healing

Peace, Inspiration, Order

Connection, Compassion, Empathy, Mutuality, Trust, Warmth

Celebration, Mourning, Creativity, Play

Autonomy, Choice, Self-expression

Words Commonly Used to Express Feelings

These words refer to my own internal experience rather than to external circumstances

FEELINGS WHEN NEEDS ARE NOT MET

Gloomy

Crestfallen
Dejected
Depressed
Despairing
Despondent
Downhearted
Dreary
Forlorn
Hopeless
Melancholic
Miserable
Mopey
Mournful
Pessimistic
Resigned
Somber

Sad

Agony
Disappointed
Discouraged
Distressed
Disenchanted
Dissatisfied
Grief stricken
Heartbroken
Hurt
Morose
Full of pain
Overwhelmed
Sorrowful
Unhappy

Upset
Woeful
Wretched

Afraid

Apprehensive
Cautious
Fearful
Frantic
Guarded
Hesitant
Insecure
Jittery
Leery
Mistrusting
Nervous
On edge
Panicky
Startled
Suspicious
Terrified
Wary
Worried

Longing

Yearning
Desirous
Hungry

Envious

Jealous
Longing

Anxious

Agitated
Concerned
Edgy
Fidgety
Frenzied
Harried
Hysterical
Impatient
Irritable
Overwhelmed
Perturbed
Stressed
Uneasy
Unnerved
Unsteady

Cautious

Hesitant
Reluctant
Resistant
Shy
Skeptical
Tentative
Timid
Unwilling

Alarmed

Appalled
Frantic
Incredulous
Paralyzed
Shocked
Surprised
Upset

Bored

Exhausted
Fatigued
Heavy
Lethargic
Listless
Tense
Tired
Weary

Aloof

Apathetic
Arrogant
Cold
Contemptuous
Detached
Disdainful
Grouchy
Indifferent
Nonchalant
Passive
Prickly
Unconcerned
Withdrawn

Ashamed

Deflated
Embarrassed
Guilty
Insecure
Mortified
Regretful

Annoyed

Angry
Cranky
Cross
Disgusted
Enraged
Exasperated
Fed-up
Frustrated
Hateful
Hostile
Indignant
Infuriated
Irritated
Miffed
Resentful
Resistant
Ticked off
Turbulent
Vengeful
Vexed
Vindictive

Confused

Ambivalent
Bewildered
Curious
Doubtful
Hesitant
Perplexed
Troubled
Uncertain
Unclear
Undecided

FEELINGS WHEN NEEDS ARE MET

Delighted

Amused
Blissful
Ecstatic
Elated
Enchanted
Excited
Exhilarated
Exuberant
Gleeful
Happy
Joyful
Jubilant
Overjoyed
Radiant
Splendid
Tickled

Calm

Carefree
Cheerful
Comfortable
Composed
Confident
Contented
Expansive
Free
Good-humored
Mellow
Peaceful
Relaxed
Relieved
Satisfied
Serene
Tranquil
Trusting
Vulnerable
Warm

Absorbed

Alert
Alive
Animated
Confident
Curious
Eager
Energetic
Engrossed
Enthusiastic
Fascinated
Focused
Hopeful
Inquisitive
Inspired
Interested
Intrigued
Invigorated
Optimistic
Spellbound

Amazed

Adventurous
Affectionate
Astounded
Awe
Compassionate
Confident
Dazzled
Expectant
Friendly
Hopeful
Loving
Open hearted
Playful
Proud
Surprised

Appreciative

Buoyant
Glad
Grateful
Gratified
Effervescent
Exhilarated
Intense
Pleased
Refreshed
Thankful
Touched
Upbeat
Wide-awake