

# Nonviolent Communication

## (Step 1) OBSERVING

- I describe what I'm actually observing:  
concrete, specific events that occur, or what someone actually says or does,  
without any judgment, evaluation, blaming, or criticizing.

## (Step 2) FEELING

- I state how I am feeling when I observe the event or action:  
hurt, scared, joyful, confused, amused, irritated, etc.

Events and other's actions may be the *stimulus* of my feelings, but they are not the *cause*.

## (Step 3) NEEDING

- I state what needs, values, or wants are creating my feelings.

It's helpful to distinguish *basic needs* (which sustain life, help us thrive, fulfill, and realize ourselves) from *wants* and *desires* (which are time, place, person, or action specific).

## (Step 4) REQUESTING

- I identify specific, concrete action(s) I want from the other (or am offering to them)  
in order to thrive or enrich our lives.

---

Communicating your feelings & needs	Asking others about their feelings and needs
1 When I (see, hear)...	1 When you (see, hear)...
2 I feel...	2 do you feel...
3 because I am needing...	3 because you are needing...
4 and I would like you to...	4 and would you like me to... ?

---

**Steps 1 and 2:** empathy for my own or another's experience and feelings

**Step 3:** recognizing and acknowledging my own or another's needs, values, wants

**Step 4:** requesting (or offering) help in meeting needs, values, wants