

# 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 acknowledge, experience, and state how I am feeling when I observe the event or action: I feel 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 identify the needs, values, wants, or expectations that 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 request a specific, concrete action from the other in order to thrive or enrich my life.

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

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**Steps 1 and 2:** Empathy for my own (or another's) experience and feelings.

**Step 3:** Recognizing and acknowledging my (or another's) needs, values, wants.

**Step 4:** Requesting (not demanding) help in meeting my needs, values, wants (or offering to help another meet their needs or wants).

