

Basic Model of Non-Violent Communication:

- **Observations:** concrete actions we observe that affects our well-being; with no evaluation included
- **Feelings:** how we feel in relation to what we observe; distinguish “true” feelings from false feelings; p. 142 and p. 150; also distinguish feelings from thoughts
- **Needs:** the needs, values, desires that create our feelings; see p. 115 for list of needs
- **Requests:** the concrete action we request in order to enrich our lives; requests are positive (what you want rather than what you don’t want), specific, and flexible; a request is suggestion on how to move forward, with openness to other ideas.

Basic wording: {Before you begin, pause and take a breath; lead with Presence}

When I see that _____
I feel _____

Because my need for _____ is/is not met.
Would you be willing to _____?

Alternate wording: with the feeling first:

I’m (state the feeling) _____
To see that/ When I see that _____

Because I want (need, desire, value) to have _____.
Would you be willing to _____?

Example #1:

I’m _____ disappointed _____
(to see) that _____ you did not give me the reports on Tuesday, as you said you would _____.

Because I have a need to _____ trust that I can count on you to do what you say you will _____
Would you be willing to _____ bring me the reports by tomorrow? _____

Example #2:

When I heard music coming from your apartment last night around eleven, I got pretty frustrated. My ear plugs didn’t help.

I work early and need to get a good night’s rest.
Would you be willing to turn the music down or use headphones after ten on weeknights?

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Write your own example(s):

When I see _____
I feel _____

Because my need for _____ is/is not met.
Would you be willing to _____?

Alternate wording: with the **feeling first**:

I'm (state the feeling) _____
To see that/ When I see that _____

Because I want (need, desire, value) to have _____
Would you be willing to _____?