

Nonviolent Communication (Compassionate Communication)

Bruce Webber (he)
January 2024

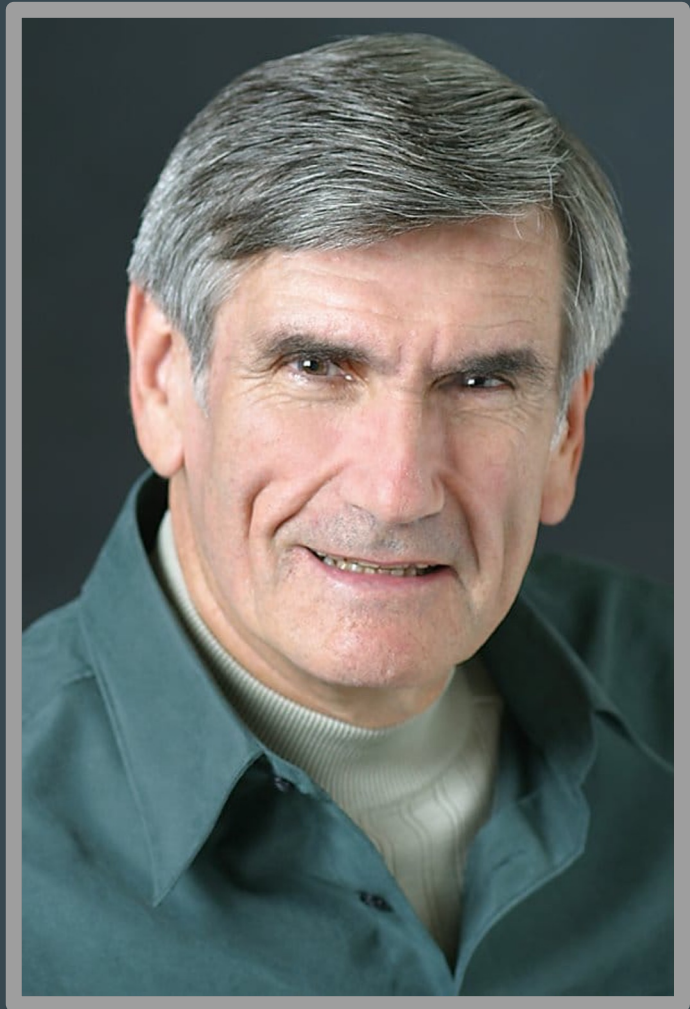
Nonviolent Communication (NVC) is also called Compassionate Communication.

It was created by Marshall Rosenberg.

Marshall Rosenberg Ph.D.

1934 – 2015

Created and taught
Nonviolent Communication
beginning in the 1960s



If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

Nonviolent **COMMUNICATION**

A Language of Life



Words and the way we think matters.
Find common ground with anyone, anywhere,
at any time, both personally and professionally.

MARSHALL B. ROSENBERG, PhD

Foreword by **Deepak Chopra**

Endorsed by **Satya Nadella, Arun Gandhi, Tony Robbins,**
Marianne Williamson, John Gray, Jack Canfield, Dr. Thomas Gordon, and others

“While we may not consider the way we talk to be ‘violent,’ words often lead to hurt and pain, whether for others or ourselves.”

— Marshall Rosenberg

Core premise:

Everything we do, we do to meet a need.

UNIVERSAL HUMAN NEEDS / VALUES

CONNECTION	CONNECTION (cont'd)	PLAY	PHYSICAL WELL-BEING	MEANING	MEANING (cont'd)
Acceptance	Intimacy	Adventure		Awareness	
Affection	Love	Excitement	Air	Celebration	Presence
Appreciation	Mutuality	Fun	Care	Challenge	Progress
Authenticity	Nurturing	Humor	Comfort	Clarity	Purpose
Belonging	Partnership	Joy	Food	Competence	Self-expression
Care	Presence	Relaxation	Movement/exercise	Consciousness	Stimulation
Closeness	Respect/Self-respect	Stimulation	Rest/sleep	Contribution	Understanding
Communication	Security	PEACE	Safety	Creativity	
Communion	Self-acceptance		Self-care	Discovery	AUTONOMY
Community	Self-care	Acceptance	Sexual expression	Efficiency	
Companionship	Shared reality	Balance	Shelter	Effectiveness	Choice
Compassion	Stability	Beauty	Touch	Growth	Dignity
Consideration	Support	Communion	Water	Integration	Freedom
Empathy	To know and be known	Ease		Integrity	Independence
Friendship	To see and be seen	Equanimity		Learning	Self-expression
Inclusion	Trust	Harmony		Mourning	Space
Inspiration	Understanding	Hope		Movement	Spontaneity
Integrity	Warmth	Order		Participation	
		Space			

Can you guess what **NEEDS** are being met in the following images?







Needs are different than strategies.

Diploma



Friend



Shoveling Snow



Toilet Paper Placement



Sports Car



adventure

beauty

freedom

appreciation

fun

purpose

self-expression

excitement

friendship

Whitewater Rafting



Needs and strategies are like
requirements and solutions.

UNIVERSAL HUMAN NEEDS / VALUES

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		Space			

How do you feel when your needs are met?



Feelings Associated with Met Needs

AFFECTIONATE compassionate fond loving open hearted tender Warm EXHILARATED enthralled radiant electrified euphoric overjoyed thrilled	EXCITED amazed ardent aroused dazzled energetic enlivened enthusiastic exuberant invigorated lively passionate surprised vibrant	ENGAGED absorbed curious engrossed enchanted enthralled entranced fascinated interested intrigued involved open spellbound stimulated	HAPPY amused blissful cheerful delighted ecstatic elated giddy glad jolly Joyful jubilant merry overjoyed pleased rapturous tickled	HOPEFUL confident expectant jazzed lighthearted sanguine upbeat INSPIRED amazed eager enthused motivated moved psyched stimulated stirred wonder	PEACEFUL calm comfortable centered content equanimity fulfilled mellow open quiet relaxed relieved satisfied serene tranquil	GRATEFUL appreciative moved thankful touched REFRESHED recharged rejuvenated renewed rested restored revived
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How do you feel when your needs are **not met**?



Feelings Associated with Unmet Needs

ANGER

aggravated
angry
animosity
annoyed
contempt
disgruntled
enraged
exasperated
furious
hate
hostile
incensed
irate
irritated
irked
livid
miffed
nettled
outraged
peevied
resentful

AVERSION

abhorrence
appalled
bothered
displeased
disgust
dislike
enmity
horrified
loathing
repulsion
revulsion

CONFUSION

ambivalent
baffled
bewildered
conflicted
dazed
discombobulated
disoriented
mixed
mystified
perplexed
puzzled
torn

DISCONNECTION

apathetic
bored
closed
detached
distant
indifferent
listless
numb
withdrawn

DISQUIET

agitated
alarmed
concerned
distraught
disconcerted
dismayed
disturbed
frustrated
perturbed

DISQUIET

rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
discomfited
flustered
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
listless
pooped
sleepy
tired
weary
wiped out
worn out

FEAR

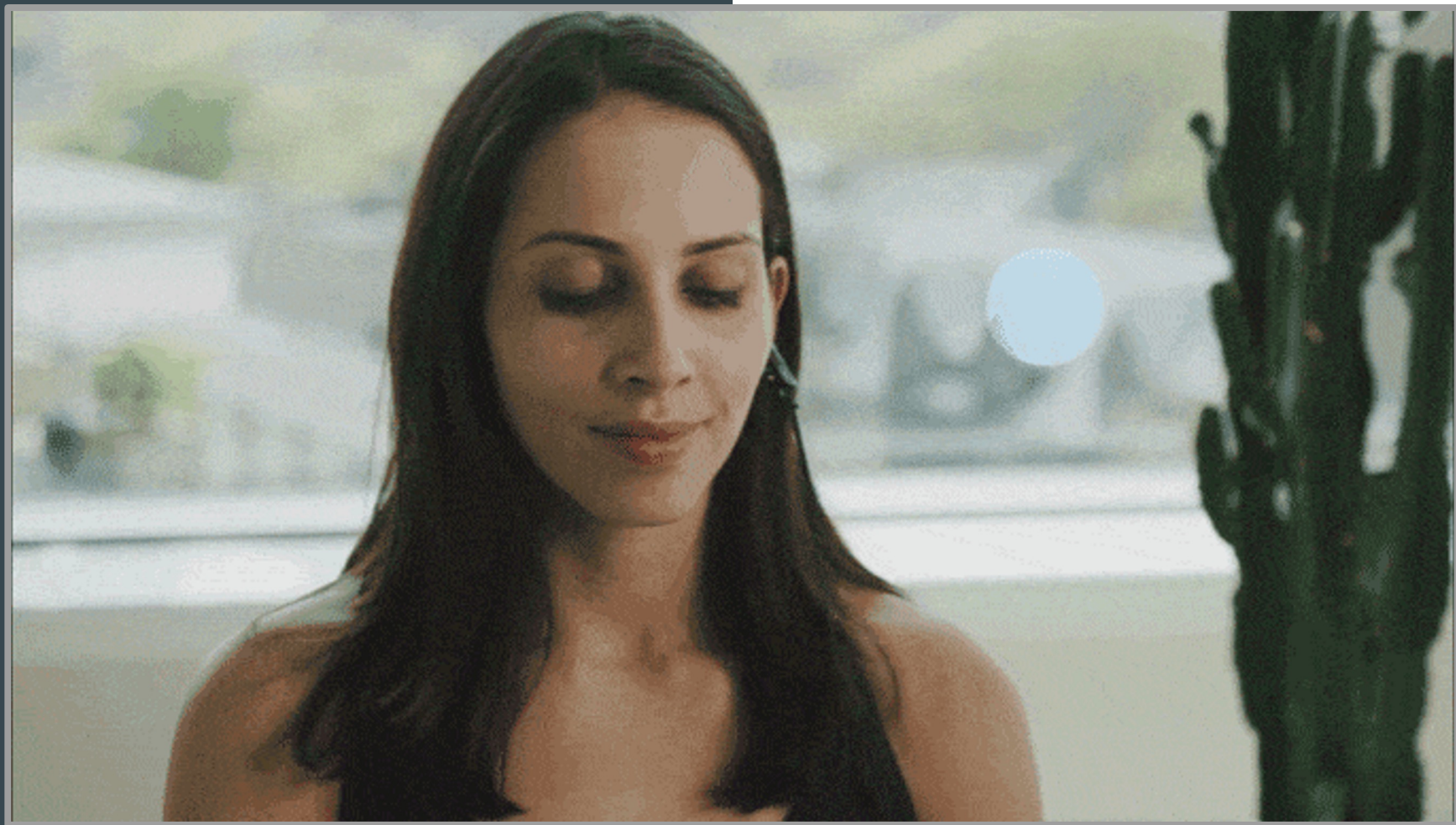
afraid
anxious
apprehensive
dread
fearful
foreboding
frightened
guarded
insecure
leery
mistrustful
panicked
petrified
scared
shaky
terrified
trepidation
wary
worried

PAIN

aching
agony
anguished
devastated
grief
heartbroken
hungry
hurting
lonely
miserable
regretful
remorseful

Can you guess the **FEELINGS** shown in the following images?









Nonviolent Communication
emphasizes feelings and needs.

What we were taught: Judgment



Core premise:

Everything we do, we do to meet a need.

Guess some needs behind these judgments:

“He’s a wonderful cook!”

“Everyone should be wearing a mask!”

“Only idiots and sheep wear masks!”

Compassionate Communication
shifts perspective from
judgments to feelings and needs.

Are judgments bad?

Like feelings, judgments point to needs that are met or not met.

JUDGMENT-BASED LANGUAGE

“You’re always so selfish! I can’t believe you ate all of the cake without asking me first. You knew how I was looking forward to it! Now I feel neglected. Bring me chocolate or I’m leaving you!”

COMPASSION-BASED LANGUAGE

“I see that you ate the last piece of cake without checking with me first. I feel annoyed because I value consideration. Would you bring me some chocolate before you head upstairs?”

Observation → Feelings → Needs → Request

“What I want in my life is compassion, a flow between myself and others based on a mutual giving from the heart.”

— Marshall Rosenberg

The Exercise – Shifting Toward Compassion

www.nycnvc.org/the-exercise

They said: _____

They said:

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aggravated
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animosity
annoyed
contempt
disgruntled
enraged
exasperated
furious
hate
hostile
incensed
irate
irritated
irked
livid
miffed
nettled
outraged
peevied
resentful

AVERSION

abhorrence
appalled
bothered
displeased
disgust
dislike
enmity
horrified
loathing
repulsion
revulsion

CONFUSION

ambivalent
baffled
bewildered
conflicted
dazed
discombobulated
disoriented
mixed
mystified
perplexed
puzzled
torn

DISCONNECTION

apathetic
bored
closed
detached
distant
indifferent
listless
numb
withdrawn

DISQUIET

agitated
alarmed
concerned
distraught
disconcerted
dismayed
disturbed
frustrated
perturbed

DISQUIET

rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
discomfited
flustered
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
listless
pooped
sleepy
tired
weary
wiped out
worn out

FEAR

afraid
anxious
apprehensive
dread
fearful
foreboding
frightened
guarded
insecure
leery
mistrustful
panicked
petrified
scared
shaky
terrified
trepidation
wary
worried

PAIN

aching
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		Space			

They said:

F

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F

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To sign up for the class, contact
Bruce Webber:

Email: self@brucewebber.us

Website: brucewebber.us

Cell: 248-613-7434

(this info is in the BUC directory)

For the feelings and needs lists
and other NVC resources, visit:

brucewebber.us/nvc