

# COMPASSIONATE COMMUNICATION

## OBSERVATIONS

- What actually happens that affects our well-being?
- Without judgment or evaluation
- What are people doing that we like or don't like?  
(freedom is in the space between stimulus and reaction)

## FEELINGS

- State how we feel when we observe the action.
- "When I hear/see \_\_\_\_\_ I feel \_\_\_\_\_"
- "Hurt? Happy? Scared? Upset? Joy? Angry?"
- Own your own feelings- don't blame. Not "I feel you are/should \_\_\_\_\_"

## NEEDS

- Say what needs are connected to the feelings.
- ..... I feel \_\_\_\_\_ because I need \_\_\_\_\_
- Needs, values: Harmony? Trust? Fairness? Safety?
- Own your needs. Not "I need you to do \_\_\_\_\_"

## REQUESTS

- Request what you want in order to meet the need.
- Specific, clear, concrete. What you want them to do.
- "Would you be willing to \_\_\_\_\_?"
- Don't intimidate. Be prepared to accept a "no".