

# Compassionate Communication

Compassionate Communication (CC) or Non Violent Communication (NVC) is a way of interacting that facilitates the flow of communication needed to exchange information and resolve differences *peacefully*. It *focuses on shared human values and needs*, and encourages the use of language that increases goodwill and avoidance of language that contributes to resentment or lowered self-esteem.

CC assumes that *enriching life* is the most satisfying motivation for doing things, rather than being motivated by fear, guilt or shame. It emphasizes taking personal responsibility for choices and *improving the quality of relationships as a primary goal*.

Through CC we will understand that:

- Anything that anyone does is an attempt to fulfill unmet needs.
- Meeting needs through *cooperation* rather than *competition* is healthier for everyone.
- People naturally enjoy contributing to the well-being of others when they can do so *willingly*.

Through CC we have an opportunity to:

- Create more satisfying personal connections.
- Meet our needs in ways that honor and respect our values and the values of others.
- Heal from previous experiences and relationships that have been painful.

CC skills will help us:

- Resolve feelings of guilt, shame, fear and depression.
- Transform anger or frustration into cooperative outcomes.
- Create solutions based on mutual respect and consensus.
- Meet individual and societal needs in life-enriching ways.

## The 2 Parts and 4 Components of NVC:



### empathetically listening:

observations  
feelings  
needs  
requests

### honestly expressing:

observations  
feelings  
needs  
requests

# Feelings Inventory

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## Feelings when your needs are satisfied

### **AFFECTIONATE**

compassionate  
friendly  
loving  
open hearted  
sympathetic  
tender  
warm

### **ENGAGED**

absorbed  
alert  
curious  
engrossed  
enchanted  
entranced  
fascinated  
interested  
intrigued  
involved  
spellbound  
stimulated

### **HOPEFUL**

expectant  
encouraged  
optimistic

### **CONFIDENT**

empowered  
open  
proud  
safe  
secure

### **EXCITED**

amazed  
animated  
ardent  
aroused  
astonished  
dazzled  
eager  
energetic  
enthusiastic  
giddy  
invigorated  
lively  
passionate  
surprised  
vibrant

### **GRATEFUL**

appreciative  
moved  
thankful  
touched

### **INSPIRED**

amazed  
awed  
wonder

### **JOYFUL**

amused  
delighted  
glad  
happy  
jubilant  
pleased  
tickled

### **EXHILARATED**

blissful  
ecstatic  
elated  
enthralled  
exuberant

### **PEACEFUL**

calm  
clear headed  
comfortable  
centered  
content  
equanimous  
fulfilled  
mellow  
quiet  
relaxed  
relieved  
satisfied  
serene  
still  
tranquil  
trusting

### **REFRESHED**

enlivened  
rejuvenated  
renewed  
rested  
restored  
revived

radiant  
rapturous

## Feelings when your needs are not satisfied

<b>AFRAID</b>	<b>CONFUSED</b>	<b>EMBARRASSED</b>	<b>TENSE</b>
apprehensive	ambivalent	ashamed	anxious
dread	baffled	chagrined	cranky
foreboding	bewildered	flustered	distressed
frightened	dazed	guilty	distraught
mistrustful	hesitant	mortified	edgy
panicked	lost	self-conscious	fidgety
petrified	mystified	<b>FATIGUE</b>	frazzled
scared	perplexed	beat	irritable
suspicious	puzzled	burnt out	jittery
terrified	torn	depleted	nervous
wary	<b>DISCONNECTED</b>	exhausted	overwhelmed
worried	alienated	lethargic	restless
<b>ANNOYED</b>	aloof	listless	stressed out
aggravated	apathetic	sleepy	<b>VULNERABLE</b>
dismayed	bored	tired	fragile
disgruntled	cold	weary	guarded
displeased	detached	worn out	helpless
exasperated	distant	<b>PAIN</b>	insecure
frustrated	distracted	agony	leery
impatient	indifferent	anguished	reserved
irritated	numb	bereaved	sensitive
irked	removed	devastated	shaky
<b>ANGRY</b>	uninterested	grief	<b>YEARNING</b>

enraged	withdrawn	heartbroken	envious
furious	<b>DISQUIET</b>	hurt	jealous
incensed	agitated	lonely	longing
indignant	alarmed	miserable	nostalgic
irate	discombobulated	regretful	pining
livid	disconcerted	remorseful	wistfu
outraged	disturbed	<b>SAD</b>	
resentful	perturbed	depressed	
<b>AVERSION</b>	rattled	dejected	
animosity	restless	despair	
appalled	shocked	despondent	
contempt	startled	disappointed	
disgusted	surprised	discouraged	
dislike	troubled	disheartened	
hate	turbulent	forlorn	
horrified	turmoil	gloomy	
hostile	uncomfortable	heavy hearted	
repulsed	uneasy	hopeless	
	unnerved	melancholy	
	unsettled	unhappy	
	upset	wretched	

# Needs Inventory

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## CONNECTION

acceptance  
affection  
appreciation  
belonging  
cooperation  
communication  
closeness  
community  
companionship  
compassion  
consideration  
consistency  
empathy  
inclusion  
intimacy  
love  
mutuality  
nurturing  
respect/self-  
respect

## CONNECTION

**continued**  
safety  
security  
stability  
support  
to know and be known  
to see and be seen  
to understand and  
be understood  
trust  
warmth

## PHYSICAL WELL- BEING

air  
food  
movement/exercise  
rest/sleep  
sexual expression  
safety  
shelter  
touch  
water

## HONESTY

authenticity  
integrity  
presence

## PLAY

joy  
humor

## PEACE

beauty  
communion  
ease  
equality  
harmony  
inspiration  
order

## AUTONOMY

choice  
freedom  
independence  
space  
spontaneity

## MEANING

awareness  
celebration of  
life  
challenge  
clarity  
competence  
consciousness  
contribution  
creativity  
discovery  
efficacy  
effectiveness  
growth  
hope  
learning  
mourning  
participation  
purpose  
self-  
expression  
stimulation  
to matter  
understanding

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### **Summary of NVC Process:**

The concrete actions we are

**observing** that are affecting our well-being

How we are **feeling** in relation

to what we are observing

The **needs**, values, desires, etc.

that are creating our feelings

The concrete actions we **request**

in order to enrich our lives

### **Your Example of Applying NVC to a situation:**

Your observation:

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Your Feeling:

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Your Needs:

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Your Request:

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