

## Expressing with Honesty



### Observations - Stick to the facts

"When I hear/see/notice/remember..."

### Feelings - Avoid thoughts or evaluations

"...I feel confused..."

"...I feel frustrated..."

"...I'm overwhelmed..."

### Needs - Show your authentic self

"...because I value honesty"

"...because I need more connection"

"Clear communication is important to me"

"This doesn't meet my need for safety"

### Requests - Be specific, concrete & positive

"Would you be willing to...?"

"Are you able to...?"

"Can I ask you to...?"

## Receiving with Empathy



### Observations - Be open and curious

"When you see/hear/notice/remember..."

### Feelings - Validate their experience

"...you feel worried..."

"...you're disappointed..."

"...you feel helpless..."

### Needs - Consider what is not being met

"...because you value consistency"

"...because you need to be kept in mind"

"...because you need more autonomy"

"You want your views to be heard & accepted"

### Requests - Be specific, concrete & positive

"Would you like...?"

"I am willing to..."

"Do you want me to...?"

# Nonviolent Communication

Adapted from Dr Marshall Rosenberg (2015)

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