


CONFLICT	TO	CONNECTION
EVALUATIONS  FALSE FEELINGS/ THOUGHTS / JUDGEMENTS  STRATEGIES TO MEET NEEDS  DEMANDS		OBSERVATIONS  FEELINGS  NEEDS  REQUESTS

Example of language that is not so connected to our compassionate nature:  
(out loud or internally)

*"You are so rude and arrogant. You undermine and blame me. You always do this and never listen to me, you are a self centred and just want to talk all the time. I never get a chance."*

Example of language that is more connected to our compassionate nature (using the key NVC distinctions) : Formal:

*"When you talk to me in the way you just did, (o) is it that you feel frustrated (f) and are needing to be heard and understood (n)?"*

*I also feel frustrated (f) because I am needing respect and connection(n). Would you be willing to tell me if the way we are talking is working for you (r)?"*

*Can you imagine a way that might offer us both more of what we are needing? (r)"*

Less formal:

*"I just want to pause and take a breath. It seems we are both feeling frustrated at the moment and wanting to be heard and understood, is that true for you?"*

*Might it work for you if we take a break for 20 mins, gather our thoughts and come back together and slow this conversation down, take turns in reflecting back what we have heard ?"*