



2016 HOPE Conference
Living Well: Nurturing Health Through Self-Discovery
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Connecting Through Compassionate Conversations

Presenter: Elaine Ecker

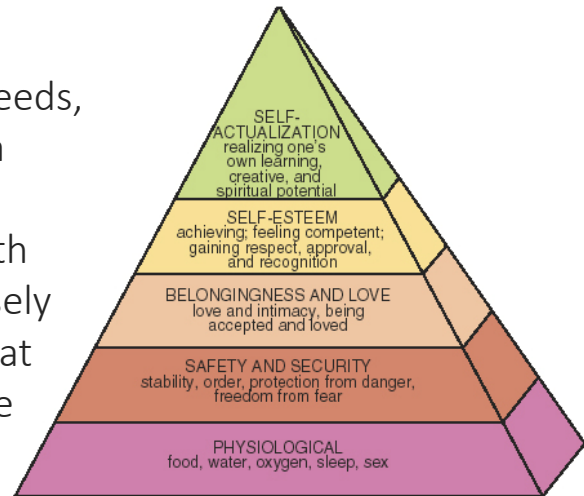


What is good communication?

- Allows honest sharing of feelings, needs, and requests without putting ourselves or someone else down.
- It is speaking and listening respectfully, calmly, and fairly, with no blaming or shaming.
- It is clear and direct, with no one being manipulated, bullied, or avoiding the issue.
- Both people and their points of view matter equally.

Feelings & Needs

Understanding your feelings and needs, and those of others, will help you a great deal as you build skills in communicating and connecting with others. Feelings and needs are closely related. Your feelings show you what you need and whether or not those needs are being met.

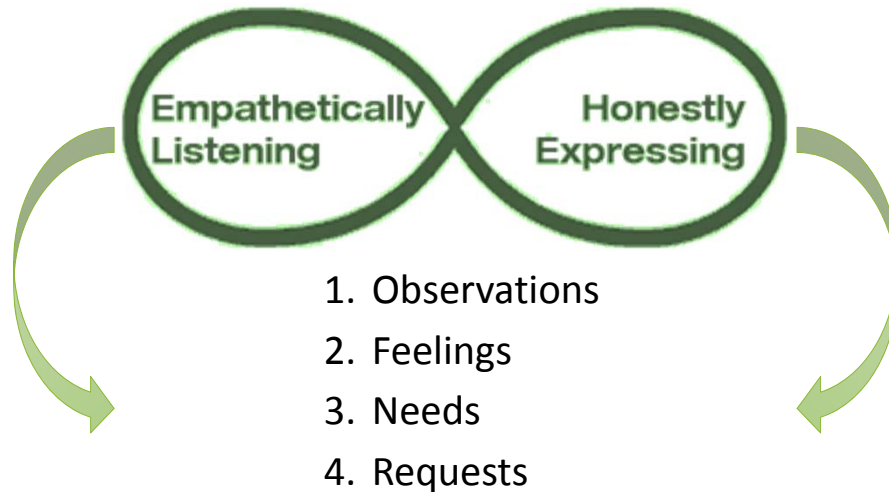


Remember These Principles

- I am responsible for my own feelings and actions. No one **makes** me do or feel anything.
- I am powerless to change anyone else. I can only change myself.

*Grant me the serenity
to accept the people I
cannot change, the
courage to change the
one I can, and the
wisdom to know it's
ME. 😊*

2 Parts & 4 Components of NVC



NVC Process

1. OBSERVE

We OBSERVE what is actually happening in a situation.

What concrete actions are we observing that affect our well-being —enriching or not enriching our lives?

**WITH NO
EVALUATION
OR
JUDGMENT**

NVC Process

2. FEEL

We state how we FEEL when we observe this action:

Are we hurt, scared, joyful, amused, irritated? etc.

**DISTINGUISH
FEELINGS
FROM
THOUGHTS**

NVC Process

3. NEEDS

We explain the NEEDS, values, desires, etc., that create our feelings.

If we express our needs, we have a better chance of getting them met.

**STIMULUS
OF
FEELINGS
BUT NOT
THE CAUSE**

NVC Process

4. REQUESTS

Simply expressing feelings may not make what we want clear to the listener...

Use clear, positive, concrete action language to reveal what you really want.

**ASK FOR
ACTIONS
THAT MIGHT
FULFILL YOUR
NEEDS**

I-Statements assume responsibility

Using I-statements helps you to talk about what's upsetting you, without blaming and putting others on the defensive. It does require self-responsibility for feelings, and that's not always easy. Blaming someone else may feel easier or even righteous in the moment of upset. But in the end, blaming leaves you feeling less connected and having less control over your own feelings and quality of life."

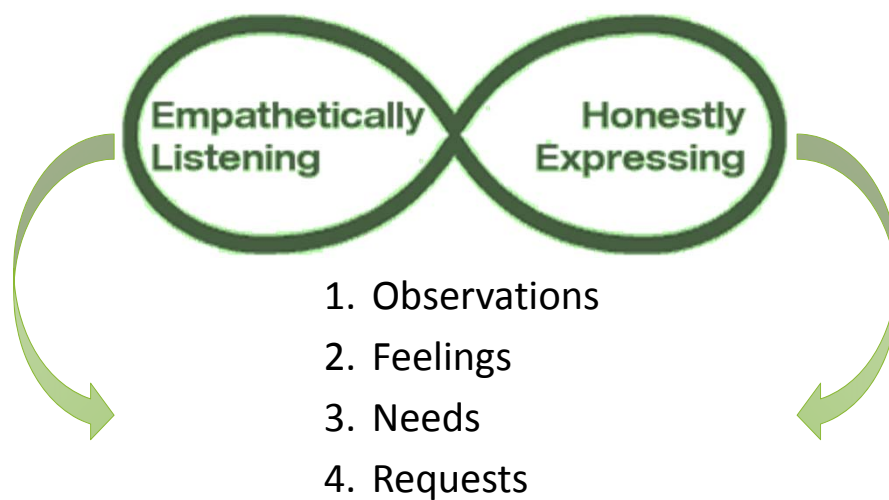
I-Statement

"I feel *(emotion)* when *(observation/what happened)*
because *(needs/values/what happens)* ."

Add a clear, concrete request of what you'd like to have happen.

(Don't use words that negatively describe or put the other person down. Stick with how YOU feel and what YOU think/believe.)

2 Parts & 4 Components of NVC



Skills for Active Listening with Empathy

- 1. Pay attention – stay focused**
- 2. Withhold judgment – be open**
- 3. Reflect – acknowledge feelings, show you understand**
- 4. Clarify – ask questions**
- 5. Share – wait until you know they feel heard**

Active Listening with Empathy Helps To:

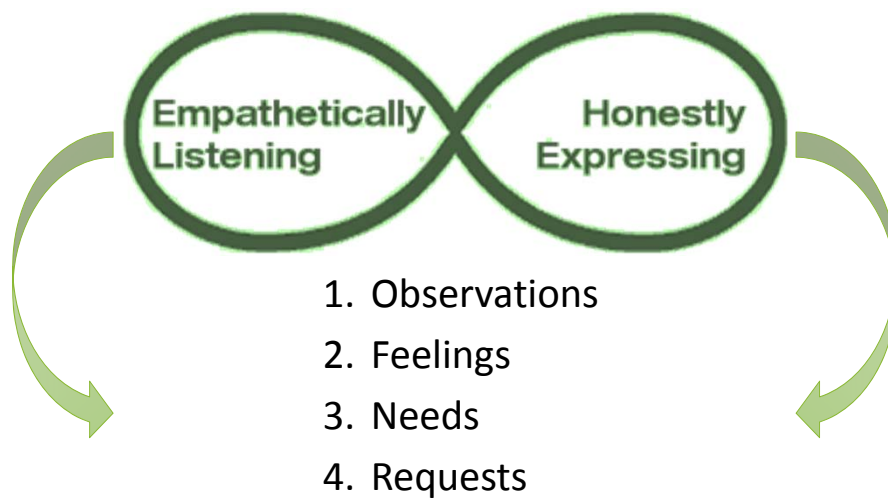
- Clarify the speaker's meaning and feelings
- Show emotional responses, such as support, enthusiasm, empathy
- Encourage the speaker to feel comfortable speaking up
- Avoid or reduce conflict and misunderstandings

Active Listening

Active listening, with empathy or compassion, is a skill that takes practice and an honest look into how you deal with the world. If you tend to take a distrustful or combative view toward other people most of the time, it may be hard to engage in this kind of listening.



2 Parts & 4 Components of NVC



Listening to Understand and Reflect

- What is the speaker feeling?
- What happened that resulted in those feelings?
- What need or want is the speaker attempting to express?
- What would the speaker like to have happen?

“You’re feeling lonely and disappointed, because I didn’t spend time with you today.”

“You want to keep our relationship close, and you would like me to make time to be together.”

When we focus on clarifying what is being observed, felt, and needed rather than on diagnosing and judging, we discover the depth of our own compassion.

It fosters respect, attentiveness, and empathy and engenders a mutual desire to give from the heart.

Openness & Honesty

To experience heartfelt communication and feelings of connection does mean you will need to show your true self.



Never underestimate what can happen when a person feels truly **HEARD**.

Speaking honestly while owning our feelings and needs when we speak, and listening with empathy can change the whole picture from disconnection to connection and from distance to closeness.