

Communication for Team Building

1. State What Happened

- DO state the facts
- DO describe the event as you see it
- DON'T use judgment
- DON'T impose values

2. State What You are Feeling

- DO state your feelings
I am or I feel...
- DON'T state your thoughts or images
I feel like or I feel that...

3. State What You are Wanting

- DO state what you want
I want _____ because I...
- DON'T place blame
I want you to _____...

4. State your Request

- DO be specific
- DO be positive (what I DO want not what I DON'T want)
- DON'T make demands
- DON'T use shame or guilt

When I see/hear _____ (what happened), I feel _____ because I'm wanting _____ .
(what you feel and want) Would you be willing to _____ (request)?

Feelings/Emotions: (partial list)

Peaceful: calm, secure, centered, relaxed

Frustrated: impatient, irritable, annoyed, anxious, furious

Affectionate: tender, appreciative, loving

Sad: lonely, hurt, discouraged, disappointed, helpless, hopeless

Happy: excited, joyful, pleased, encouraged

Scared: nervous, desperate, afraid, cautious, insecure

Playful: adventurous, goofy, silly, alive

Overwhelmed: exhausted, tired, cranky, stressed

Interested: inspired, surprised, amazed

Confused: embarrassed, puzzled, bewildered, skeptical

Universal Human Wants/Values: (partial list)

Connection: presence, understanding, cooperation, kindness, belonging, trust, reassurance, intimacy

Autonomy: choice, freedom, independence, space, spontaneity, confidence, creativity

Justice/Fairness/Equality: mattering, respect, dignity, consideration, trust, shared values/understanding

Meaning/Contribution/Purpose: service, creativity, effectiveness, growth/learning, hope, contribution

Honesty: authenticity, congruence, integrity, genuineness, realness, to be seen, to be heard

Peace/Play/Beauty: harmony, ease, order, inspiration, communion, celebration, clarity, compassion

Sustenance/Protection: safety, security, support, survival, stability, well-being, ease, rest, nurturance

The Model of Nonviolent Communication™

Based on the work of Marshall Rosenberg and the Center for Nonviolent Communication www.nvc.org

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