**Whole-Hearted Communication**

*The Roadmap to Connection Using NVC*

<table>
<thead>
<tr>
<th>CONNECTION</th>
<th>AUTONOMY</th>
<th>SUSTENANCE/PROTECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>love, understanding, trust</td>
<td>choice, freedom, independence, space, spontaneity, power-with, creativity</td>
<td>rest, stability, well-being, security</td>
</tr>
<tr>
<td>cooperation, self-care, kindness, friendship, empathy, equality, support, warmth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HONESTY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>authenticity, transparency</td>
<td>to be seen, congruence, integrity</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>realness, to be heard, clarity</td>
</tr>
<tr>
<td></td>
<td></td>
<td>intimacy, mutuality, belonging, appreciation, reassurance, community, inclusion</td>
</tr>
</tbody>
</table>

PEACE, harmony, ease, order, comfort, celebration, compassion, mourning, spirituality

PLAY/BEAUTY, fun, joy, adventure, movement, levity, relaxation, inspiration, balance

JUSTICE/EQUALITY, respect, mattering, consideration, trust, shared values

MEANING, contribution, purpose, creativity, challenge, growth/learning

hope, effectiveness, competence, efficiency, self-expression, service

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

AFRAID, worried, wary, annoyed, frustrated, irritated, ANGRY

resentful, vexed, horrified, CONFUSED, puzzled, torn

DISCONNECTED, bored, distracted, startled, puzzled

upset | FEELINGS when needs are NOT met | guilty

EMBARRASSED, ashamed, overwhelmed

FATIGUE, weary, PAIN, hurt, lonely

regretful, discouraged, NUMB

TENSE, cranky, nervous

VULNERABLE, helpless

YEARNING

SAD

---

**WHAT FACTUALLY HAPPENED?**

**WHAT AM I FEELING?**

**WHAT’S MY NEED or VALUE?**

**WHAT COULD I REQUEST OF MYSELF OR OTHERS?**

Observations | Feelings | Universal Human Needs | Requests
---|---|---|---

---

**B.**

Breathe. When ready, move to inner process of **self-connection** above.

Imposing

"Should / ought to"

Demand

threat

**C.** Empathy (non-verbal or verbal)

Blame

who’s at fault?

Deserve

punishment / reward

Labels

“I am / you are…”

Judgment / Diagnosis

good / bad – right / wrong – fair / unfair

---

**D.** Honesty (Self-Expression)

No Choice

"have to" / “must”

---

**A.** Triggered? Notice and allow any thoughts like ones above.

**NOW WOULD YOU LIKE ... ?**

**WOULD YOU BE WILLING TO ... ?**

**BECAUSE OF THE NEED ... ?**

---

The goal of Compassionate Communication, aka Nonviolent Communication™ (NVC), is to connect at the level of our humanness, valuing all needs (ours and others) equally, and to give and receive in an attitude of pure, natural giving. Cnvc.org

© 2020 by Bren Hardt  bhardt@gmail.com www.Wholes-Hearted-Communication.com

---

The NVC Process as I understand it.