

UNIVERSAL HUMAN NEEDS



Subsistence and Security

Physical Sustenance

Air
Food
Health
Movement
Physical Safety
Rest / sleep
Shelter
Touch
Water

Security

Consistency
Order/Structure
Peace (external)
Peace of mind
Protection
Safety (emotional)
Stability
Trusting

Autonomy

Freedom

Choice
Ease
Independence
Power
Self-responsibility
Space
Spontaneity

Leisure/Relaxation

Humor
Joy
Play
Pleasure
Rejuvenation

Connection

Affection

Appreciation
Attention
Closeness
Companionship
Harmony
Intimacy
Love
Nurturing
Sexual Expression
Support
Tenderness
Warmth

To Matter

Acceptance
Care
Compassion
Consideration
Empathy
Kindness
Mutual Recognition

Respect

To be heard, seen
To be known, understood
To be trusted
Understanding others

Community

Belonging
Communication
Cooperation
Equality
Inclusion
Mutuality
Participation
Partnership
Self-expression
Sharing

Meaning

Sense of Self

Authenticity
Competence
Creativity
Dignity
Growth
Healing
Honesty
Integrity
Self-acceptance
Self-care
Self-connection
Self-knowledge
Self-realization
Mattering to myself
Aliveness
Challenge
Consciousness
Contribution
Creativity
Effectiveness
Exploration

Integration

Understanding

Awareness
Clarity
Discovery
Learning
Making sense of life
Stimulation

Transcendence

Beauty
Celebration of life
Communion
Faith
Flow
Hope
Inspiration
Mourning
Peace (internal)
Presence



Template for Empathic Guess

“Are you F because of the need of N?”

***Key Distinction:**

Need vs Strategies

This list builds on Marshall Rosenberg's original needs list with categories adapted from Manfred Max-Neef.

Expressing Needs Creatively

I value...
I thrive on...
I really enjoy...
I would be nourished by...
It's important to me to have...
I love...
I want...
I long for...
... is fun for me
... matters to me
... makes my life worthwhile
... helps me to feel well / happy

UNIVERSAL HUMAN FEELINGS



Internal body sensations or E-motions, without reference to thoughts or interpretations.

When needs are perceived as not met:

<u>Agitated</u>	<u>Embarrassed</u>	<u>Sad/pained</u>	<u>Scared</u>	<u>Tense</u>
Uneasy	Chagrined	Despairing	Alarmed	Anxious
Restless	Flustered	Devastated	Apprehensive	Nervous
Troubled	Mortified	Discouraged	Dread	Overwhelmed
<u>Confused</u>	<u>Frustrated</u>	Grief	Panicked	Stressed
Ambivalent	Annoyed	Heartbroken	Suspicious	<u>Vulnerable</u>
Torn	Exasperated	Hopeless	Terrified	Helpless
<u>Disconnected</u>	Impatient	Hurt	Wary	Protective
Withdrawn	Irritated	Lonely	Worried	<u>Yearning,</u> <u>longing</u>

When needs are perceived as met:

<u>Affectionate</u>	<u>Grateful</u>	<u>Happy</u>	<u>Peaceful</u>	<u>Playful</u>
Friendly	Appreciative	Confident	Calm	Adventurous
Loving	Moved	Delighted	Content	Alive, lively
Openhearted	<u>Interested</u>	Excited	Satisfied	Energetic
Tender	Curious	Glad	Relaxed	Expansive
Warm	Engaged	Joyful	Quiet, still	Mischievous
<u>Hopeful</u>	Fascinated	Thrilled	Trusting	Wonder

Key Points: “I feel *feeling word*...” (If a person uses “I feel that..”, “I feel he....”, or “I feel as if...”, they are really expressing a thought not an internal feeling.)

NVC encourages owned language, hence the “double I” or “double you” practice template:

“I feel because I need ”

“Are you feeling because you need ”

→ Words to the right we nicknamed “faux feelings”.

→ Eg. Rejected is a thought suggesting blame. A feeling when thinking you have been “rejected” might be **lonely, confused, terrified or sad.**

INTERPRETATIONS often misused as feeling words

Abandoned	Ignored	Neglected
Abused	Intimidated	Put Upon
Attacked	Invisible	Rejected
Betrayed	Let Down	Rushed
Bullied	Manipulated	Unappreciated
Cheated	Misunderstood	Used

LABELS often misused as internal feeling words

Despicable	Stupid	Ignorant
Important	Unimportant	Inadequate
Unworthy	Useless	Inferior
Incompetent	Ready	Prepared

PRACTICE INSTRUCTION

Bren Hardt, CNVC Certified Facilitator
Whole-Hearted-Communication.com
Based on Nonviolent Communication, developed by Dr. Marshall
Rosenberg; CNVC.org



PRACTICE #1

Person A: uses the prompt *“I hate it when...”* to say something irritating to them.

Person B: Uses this template to make TWO feeling and need Guesses.

Example: “I hate it when I go into get groceries and nobody is wearing a mask! What’s wrong with people!

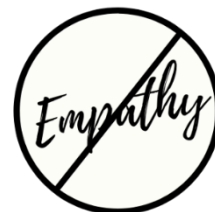
Person B:

- 1) Are you livid because of the need of health for everyone?
- 2) Are you scared because of the need of continuing to live?

(USE THE F&N Inventories)

Are you feeling _____ because of the need of _____?

PRACTICE #2 Comparing Empathy with



Person A: Name something (small) that happened last week that still activates your body.
(Be brief!- 1-2 sentences)

You will repeat your 2 sentences after each response from Person B.

Person B – each time Person A says their **small agitation statement, your respond with the following**

1. REASSURANCE.
2. ADVICE.
3. your choice of habitual response (non-Empathy)
4. a FEELING AND NEEDS GUESS. **Are you ___F___
because of the need of ___N___?**

Person A

A: Silently **notice your body** after each of the 4 responses from B.

A: **When your turn is over,** speak briefly about what you noticed was your felt sense.

Reverse roles

Habitual Responses - Not Empathy

1. **SYMPATHY**: Brings attention back to yourself. *"Oh, I am so sorry, I feel terrible for you."* It's one –down position; I could not see myself in your shoes.
2. **ADVICE**: You assume the person needs information. *"Well, what you could do is. . ."*
3. **REASSURANCE**: *"It will be okay. You're okay. You're a strong person. I believe in you."*
4. **EXPLAIN / ANALYZE**: You believe that if you tell someone why they feel the way they do, they will feel better. *"You just feel bad because . . ."*
5. **CORRECT**: You try to point out someone's mistake in interpreting. *"He didn't do that to hurt you; he was just in a hurry."*
6. **TELL A STORY**: *"The same thing happened to me. This one time . . ."*
7. **ONE-UP**: *"That's awful, but something even worse happened to me and I was devastated."*
8. **INVESTIGATE / INTEROGATE**: *"Why did you do that? What made you feel that way?"*
9. **EVALUATE**: You decide if another's emotional response is appropriate or not. *"You are over-reacting. This is no big deal."*
10. **EDUCATE**: *"What I see about the situation is . . . The reason you feel like that is. . ."*
11. **NOD & SMILE**: You feel uncomfortable and just want to get out of the situation.
12. **COLLUSION**: You join the "jackal" talk. *"You're right. He really is a jerk!"*
13. **SILVER - LINING**: You look for possible happy outcome. *"When God closes one door, a window opens."*
14. **DIAGNOSE**: *"Sounds like you had a panic attack. I know some good herbs for anxiety."*
15. **DEMAND**: *"If you don't get control of your emotions, I'm leaving!"*
16. **DENIAL OF CHOICE**: *"It's a hard thing, but we all have to do it."*
17. **DENY or PUSH AWAY FEELINGS**: You might be uncomfortable so you tell others not to feel what they feel. *"Come on, smile; don't be sad." or "Just calm down and take a deep breath."*

This is a partial list of responses one might offer in response to someone's expression of pain. They are not wrong; they just are not empathy. Some people may experience them as disconnecting.

Practice #3 - Empathy “Poker” On-line Instructions

(Time can be adjusted; this has times for approximately 13 minutes per person.)

TIME	SPEAKER (Person A)	LISTENER(S) Person B or B and C
2-4 min.	Tell your story	Empathic Presence / Silent Empathy
	Identify/speak a few feelings	
		RECAP “What I am hearing is...”
	Confirms/corrects RECAP	
6-8 min.		Multiple F&N Guesses using this template
“Are you feeling __ because of the need of __?”		
	Writes down the need words	
	Says “Thank you” or nothing after each guess	
3 minutes to end	Calls halt when heart is “full” or signal comes from whoever is timing	
	Speaks multiple sentences for each need word that resonated or that you guessed for yourself. Use template: “I have the beautiful need of _____.”	
Last minute	Share any insights, requests, celebrations or mournings.	Share also.
	NEXT PERSON’S TURN.	

Instructions in another forms**PRACTICE #3**

Timing if 13 minutes allotted for each Person A:

2-3 minutes for “story-teller”

6-7 minutes for empathic guesses.

4 minutes for Person A to name the beautiful needs that landed.

1 minute for transition to next person to be storyteller.

INSTRUCTIONS

Person B or C (empathic listeners) volunteer to keep track of time in the Breakout.

Person A (Storyteller) speaks for 2 minutes about anything on their mind or about one specific event still “alive” in them. (On 1-10 scale: 2-3)

Persons B & C

Offer silent empathy then make feelings and needs guesses

Are you feeling ___ F ___ because of the need of ___ N ___?

Person A: As you receive the guesses, say nothing or just “thank you”;
write down the needs guessed

Person A: Call halt to guesses when you are ready or when notified by facilitator of 4 minutes left in Breakout.

Person A: Verbalize with the following template:

I have the beautiful need of _____.

I have the beautiful need of _____.

Say this for each need that resonated in your heart and any feelings and needs you thought of for yourself.

Last 1-2 minutes: Share any insights. SWITCH.