

Speaking with needs

Instructions

On this worksheet we try to express what you experienced in a way, that may be easier for people to hear. We translate the results of 'Listening with Needs' to the 4 steps of NVC developed by Marshall Rosenberg.

In this worksheet we use two types of arrows:



You can directly use words found in 'Listening with Needs'



Words found in 'Listening with Needs' may need to be translated.

Extra: Some words are very useful to express what's alive in you. At the same time others may perceive them as attack. Translation increases the chance to be heard.

0 Action needed? 5

You speak, because you want others to do something to fulfil on or more of your needs. Action can also be, that someone listens and fulfils your need to be heard and seen.

1 Observations 3b

For others it's easier to hear 'neutral' observations, facts that both of you can see and hear. The thoughts that evoke the strongest feelings however are often judgements and/or interpretations about others and yourself. To increase the chance that others are willing and able to hear and support you, it helps to translate these thoughts to 'neutral' observations.

Extra: The thought 'nobody sees how much I do', may be the thought, that creates the strongest (unpleasant) feelings. Others however may perceive it as a judgement that says 'you don't see how much I do', in other words they are 'bad'. Or they would argue, that they 'did see it'. A more neutral observation could be 'I did not hear or read, what you thought of my work'.

2 Feelings 1 3a

Feelings show other people, what a situation does with you. It helps them to connect to you. At the same time they may distance themselves when they 'feel' responsible for unpleasant feelings from you. Some words that people use to describe 'feelings' are often perceived as judgements. Translation increases the chance to be heard.

Extra: The 'feeling' 'I feel neglected' is perceived as a judgement that says 'you neglect me', in other words they are 'bad'. Or they would argue, that they spend time with you. The safest way to express feelings is to use pleasant or unpleasant 1, or one of the words angry / sad / scared / glad. If you want to use more /other words, check a list of feelings.

3 Needs 4

Speaking with needs makes it easier for others to hear, what you wish for. You can directly use the words you found using the 'Listening with Needs' sheet if you made sure that you found 'universal needs'.

Extra: When people reject your 'needs', you may be using strategies instead. Use lists, Flower of Needs or card games like the Deck of Needs to see if the Words you use are considered a 'universal need'.

4 Requests 5

Once you've expressed your thoughts, feelings and needs (core message) there are 3 possible things you may ask from others: A. Clarity. B. Connection or C. Action. A Numerous methods show that both speaker and listener benefit from 'repeating' what was said. B Allowing the other person to speak about her/his feelings and thoughts is often needed to improve connection. When you speak with the person, who was involved in your story, you may need to start with A and B. When there was some form of argument or conflict with this person A can help you to feel heard and B can help the other person to feel heard. Both are often needed for both you and the other person to act C. Look at your preferred strategy 5 and the current relationship with the person you want to talk to. Which strategy would the other person willing and able to do?

Extra: When people 'reject' your request, you may have to switch to one of the other requests. A requires that the other person has sufficient space to listen to you. If not, this means you may have to B listen to this person first. Listening to the other however requires that you are able to listen. When both have insufficient space to listen, go to other people first.

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The 6 Steps on this sheet follow 'The Empathy Path' which is based on a model for listening first described in the Book of Needs by Hugo A. Roelle and Matthew Rich-Tolsma. More info can be found on www.kommunikasie.org.