



Welcome



Gratitude

This session is inspired by the work of Dr Marshall Rosenberg, the work of the Centre of NVC and much gratitude to my NVC teachers, mentors, empathy buddies and practice groups.

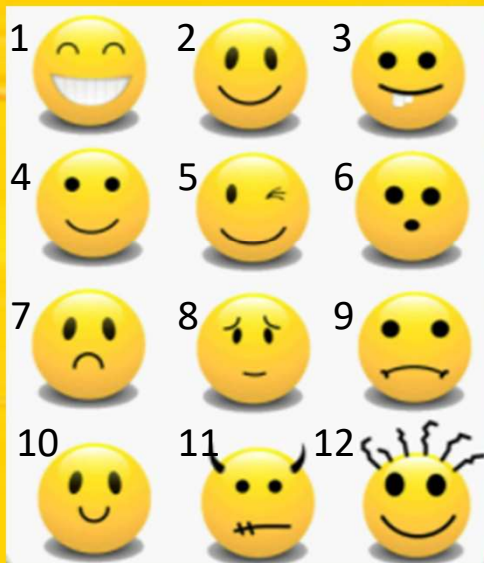
Communicating with compassion



Grounding & intentions

Barry Jones

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In the chat box please share your name and how you are feeling

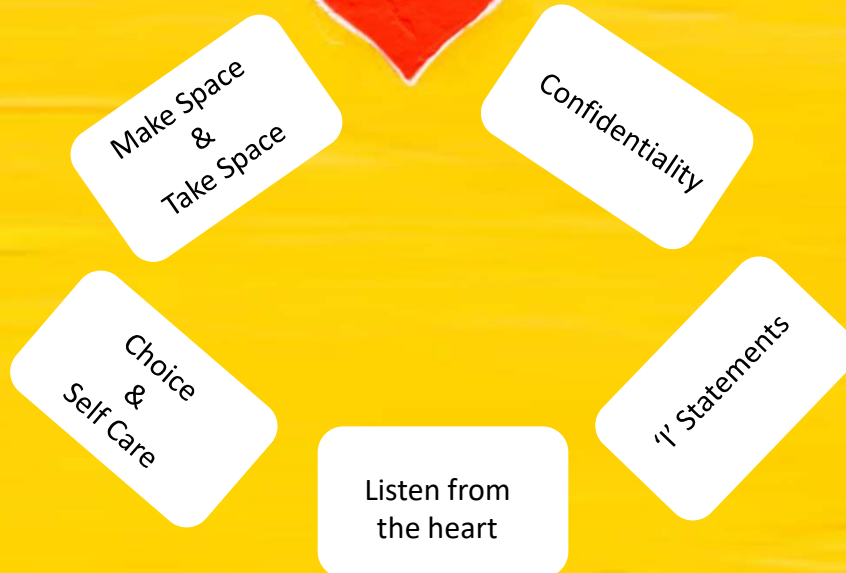
Barry. I'm feeling motivated, nervous and excited.

Or you might prefer to use the emojis

Barry #1 and a little bit #8

 All feelings are welcome!

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Sometimes we say and do things that can create conflict between us, our loved ones and people we work with.

We'll explore some tools focussing on self-empathy and how the awareness of our own experience can support us to connect with ourselves and others compassionately.



- ♥ Language that disconnects...
- ♥ Feelings and needs & practicing empathy guesses
- ♥ Conflict happens at the level of strategy
- ♥ Self Empathy

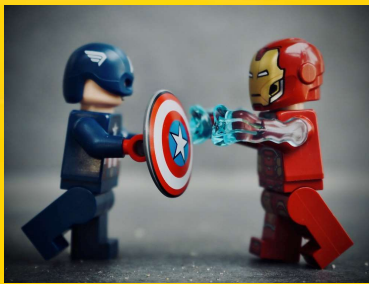
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Language that disconnects...



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*What are the things
people do or say, that can
lead to a sense of
disconnection*



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Disconnecting Language (Bridget Belgrave)

Focussing our attention on the following ingredients leads us to disconnect from our own heart and from the humanity of other. Speaking in this way is not serving life.

Moralistic Judgements: Thinking in terms of who is good / bad / right / wrong

Imposing our judgment: Thinking you should do what I think is right

Labels: Identifying a person by a generalised label

Blame: Thinking about whose fault something is; seeking to place blame on one particular person or group of people

No choice: Thinking and talking as if I have no choice: as if I 'have to' do something, or I 'can't' do something

Demands: Asking someone to do something with an open or hidden threat of punishment behind asking

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Correcting	<i>It's not really that hard... it didn't really happen like that...</i>
Educating	<i>You can learn from this you know...</i>
Story-telling	<i>Your story reminds me of the time...</i>
Data Gathering	<i>How long..? How old? How much? When...?</i>
Interrogating	<i>What are you feeling...when did you start feeling like this...</i>
Sympathizing	<i>Oh you poor, poor thing...I feel so sad for you...</i>
Consoling	<i>Everything is going to be ok...</i>
Advising	<i>I think you should...</i>
Fixing	<i>What you need to do is...</i>
Shutting down	<i>Don't worry...it will all work out for the best...or, that's the end of it</i>
One-upping	<i>You think that's bad...just wait till you hear what happened to me...</i>

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Curious Alert Eager Amazed Excited Inspired Interested Intrigued Playful	Happy Encouraged Delighted Grateful Hopeful Joyful Optimistic Overjoyed Proud Relieved	Loving Friendly Move / Touched Nurtured Affectionate Appreciative Compassionate Open Sensitive Tender Warm	Peaceful Calm Alive Comfortable Content Fulfilled Relaxed Secure Strong Satisfied	 What would you call these
Sad Ashamed Depressed Despair Discouraged Grief Guilty Heavy Hurt Unhopeful	Angry Aggravated Annoyed Enraged Furious Indignant Irritated Jealous Livid Resentful	Frustrated Bored Disappointed Digested Distressed Exasperated Embarrassed Helpless Impatient Tired Upset	Surprised Bewildered Confused Hesitant Insecure Puzzled Shocked Torn Troubled	Afraid Alarmed Anxious Fearful Frightened Nervous Panicky Scared Terrified Worried

Needs....				
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Survival Air / water Food Shelter Health Movement Physical safety Rest / sleep Touch	Protection Order / structure Security Safety Stability Trusting Respect	Well-being Vitality Healing Peace of mind Balance Ease	To Matter Respect Empathy Compassion Consideration To be seen Understanding	Regeneration Celebration of life Mourning Leisure Gratitude play
Transcendence Beauty Faith Peace Flow Hope Communication Inspiration Presence	Connection Closeness Harmony Support Belonging Love	Freedom Ease Choice Autonomy Self-responsibility Empowerment Spontaneity	Honesty Integrity Authenticity Self-connection Self-expression Clarity	Meaning Purpose Mastery Creativity Learning Growth Dignity
				 What would you call these

feelings we may have when our needs are being met

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Curious	Happy	Loving	Peaceful
Alert	Encouraged	Friendly	Calm
Eager	Delighted	Move / Touched	Alive
Amazed	Grateful	Nurtured	Comfortable
Excited	Hopeful	Affectionate	Content
Inspired	Joyful	Appreciative	Fulfilled
Interested	Optimistic	Compassionate	Relaxed
Intrigued	Overjoyed	Open	Secure
Playful	Proud	Sensitive	Strong
	Relieved	Tender	Satisfied
		Warm	

Feelings

feelings we may have when our needs are not being met

Sad	Angry	Frustrated	Surprised	Afraid
Ashamed	Aggravated	Bored	Bewildered	Alarmed
Depressed	Annoyed	Disappointed	Confused	Anxious
Despair	Enraged	Digested	Hesitant	Fearful
Discouraged	Furious	Distressed	Insecure	Frightened
Grief	Indignant	Exasperated	Puzzled	Nervous
Guilt	Irritated	Embarrassed	Shocked	Panicky
Heavy	Jealous	Helpless	Torn	Scared
Hurt	Livid	Impatient	Troubled	Terrified
Unhopeful	Resentful	Tired		Worried
		Upset		

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Every moment each human being is doing the best we know at that moment to meet our needs. We never do anything that is not in the service of a need, there is no conflict on our planet at the level of needs. We all have the same needs.

The problem is in strategies for meeting the needs.

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https://www.youtube.com/watch?v=KH0_GBz10DE

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Guessing Feelings

Rose

...

...

...

...

...

Dad

...

...

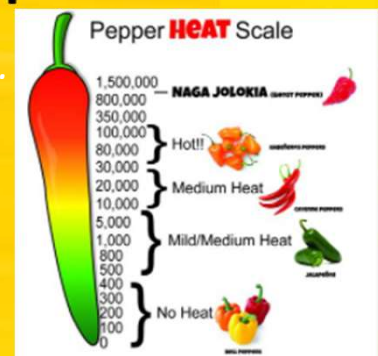
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Your turn to practice feeling and needs guesses....

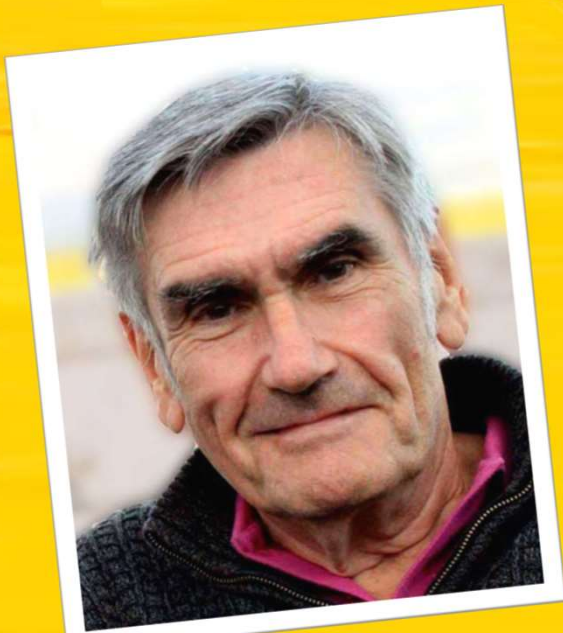
- ♥ Think of something that you're struggling with a little. 3 or 4 out of 10 on the spicy scale
- ♥ Groups of 3 in breakout rooms (we're always in choice. (= before your name)
- ♥ The order – longest to shortest hair
- ♥ One person shares. The thing I'm struggling a little with is....– one or two sentences max – don't get lost in the story
- ♥ Then the two buddies take it in turn to each guess a feeling and a need.....e.g. are you feeling angry because you need respect. The sharer – says thank you after each guess
- ♥ About 10 goes each, or for two minutes, or until you've run out of steam. Which ever comes first.
- ♥ The sharer then reflects on if any of the guesses landed for them. Up to a minute max.
- ♥ All take a breath and move on to next person, repeat and the to the last person.
- ♥ So 3 minutes each – please keep to time.



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Reflections

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Marshall Rosenberg PHD
1934 -2015

- A Psychologist, visionary leader and international peace negotiator
- he founded the international Centre for Nonviolent Communication,
- trained thousands of people,
- published many books.
- He died in February 2015

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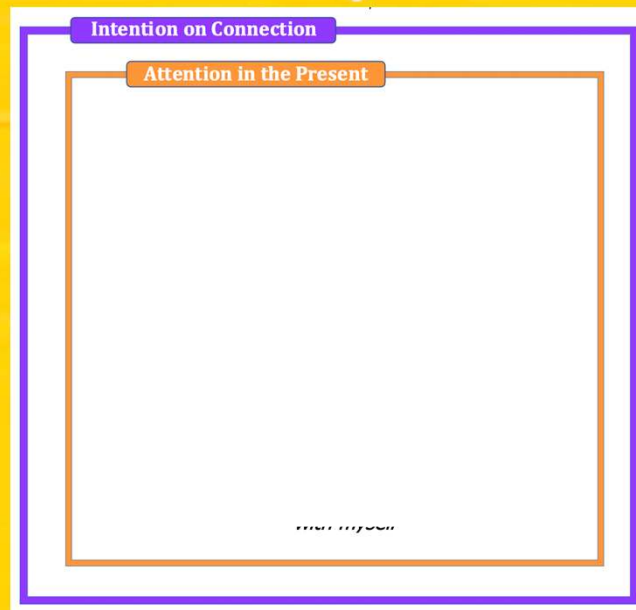
“NVC is the language of connection. It’s a learnable, practical way to bring empathy, honesty, strength and compassion into our personal and professional relationships. It can help build bridges of connection to individuals, couples, families, teams, organisations and communities.”

nvc-uk.com

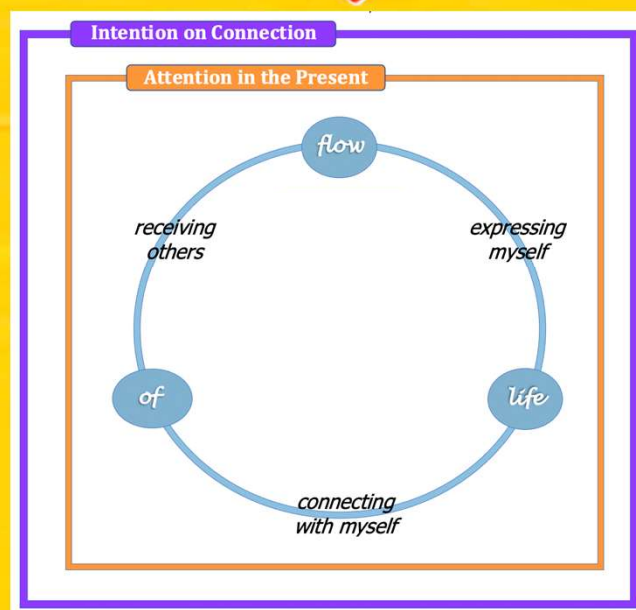
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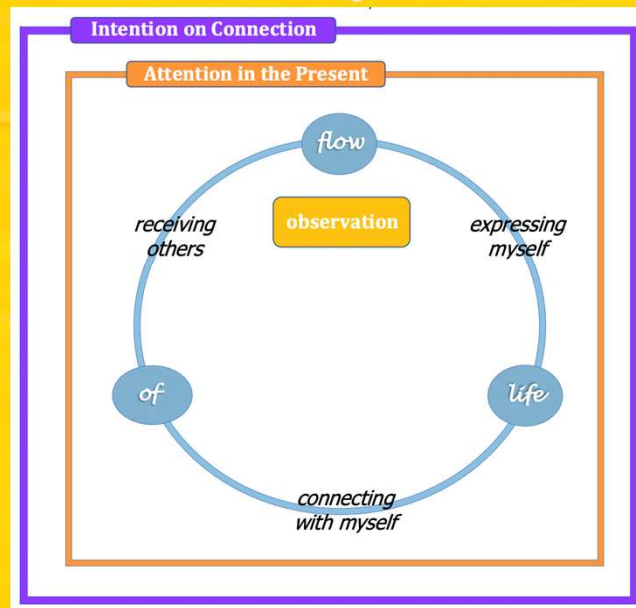
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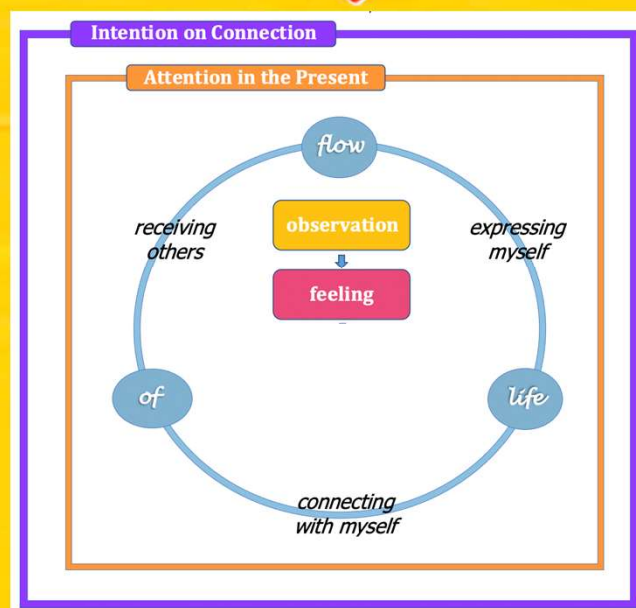
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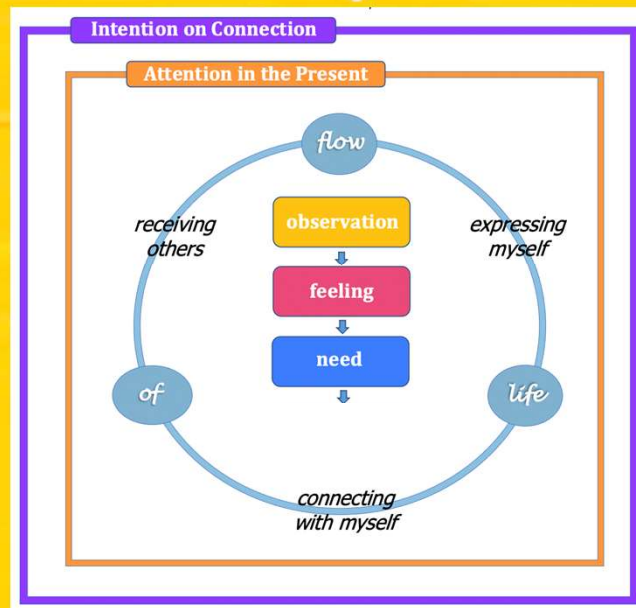
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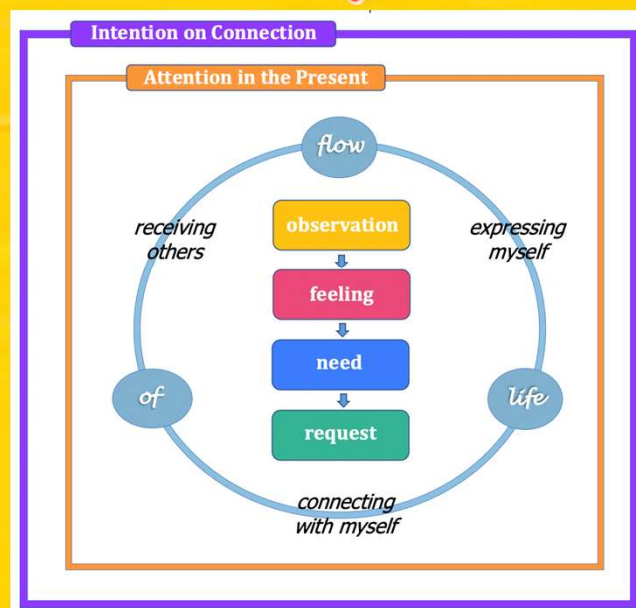
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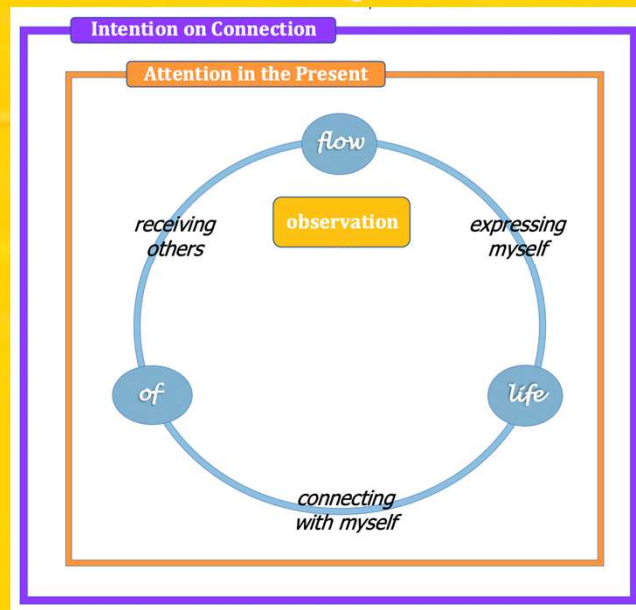
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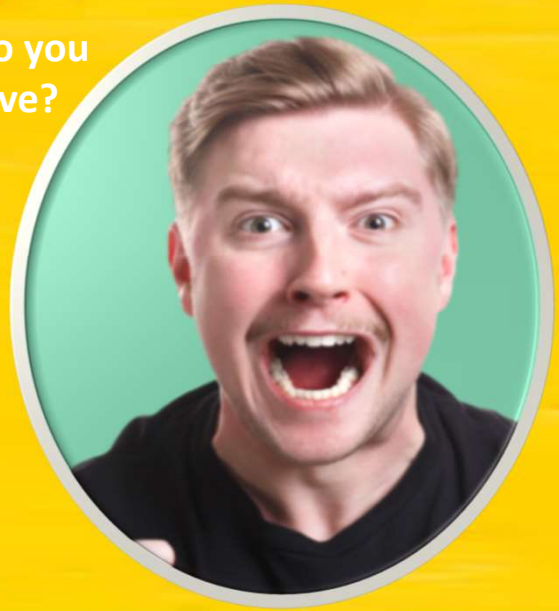


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What do you
Observe?



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Key Differentiation

‘Observations’ V’s ‘Evaluations’



Is something we experience with our senses; seeing hearing, sense of smell, taste and touch.



Evaluations are conclusions we draw from what we observe. Usually evaluations form the basis for our judgments about something we experience; is it good, bad, normal, abnormal...

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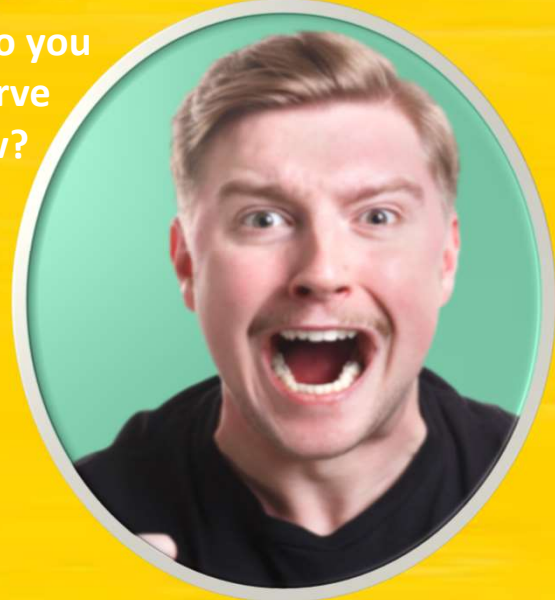
Why is observation so important?

When we can separate our observations from our interpretations we diminish the risk that others will hear us being judgmental.

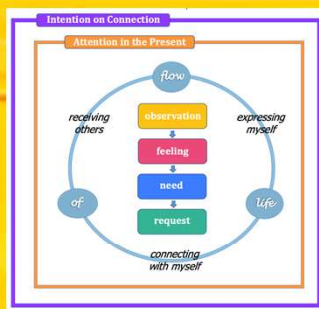
When we feel judged or criticised we are likely to disconnect...

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What do you
Observe
Now?



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Empathy in NVC

=

Sensing feelings & Needs

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Bridget Belgrave and Gina Lawrie
<http://nvcdancefloors.com/>

The Self Empathy Dance



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Observation:

Supports understanding by specifically identify what we are reacting to (the stimulus or the trigger)

Helps to establish common ground and leaves space for correction if you have different memories of an event.

Some tips!

- Be brief – one sentence is usually enough – don't get lost in the story.
- Say what is happening rather than what is not happening. E.g. "When I hear..." or "When I see...."
- Be objective rather than subjective; refer to external events – like a video camera would record it.

The Self Empathy Dance

The AVC Dance Floor © Bridget Bridgman & Gina Lennie 2003

www.WeDanceFloors.com

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Feeling:

We often use a feeling when we're actually describing a thought.

We sometimes disguise thoughts where we analyse, judge or diagnose others, as feelings

- I feel like you never listen to me
- I feel as though you shouldn't do that

And sometimes we can disguise interpretations of other peoples behaviour as feelings

- I feel abandoned
- I feel manipulated

The Self Empathy Dance

The AVC Dance Floor © Bridget Bridgman & Gina Lennie 2003

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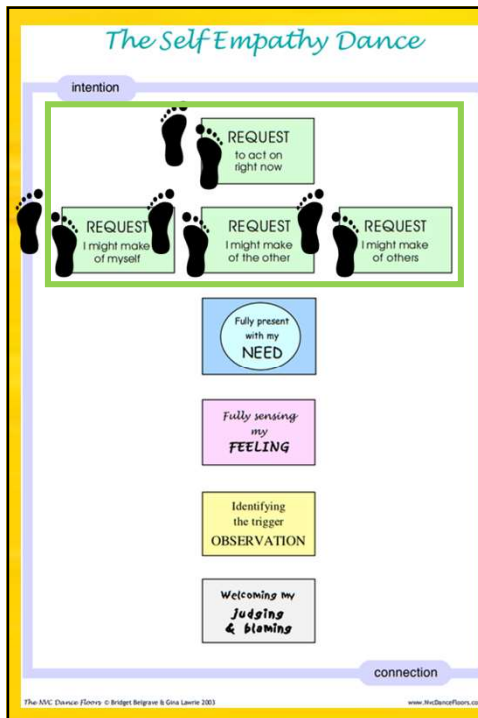
Needs: (as apposed to a strategy)

The key to identifying, expressing and connecting with needs is to focus on words that describe shared human experiences. Rather than words to describe a particular strategy to meet those needs.

E.g. I really need you to give me a hug. (this is a strategy)
The needs could be connection, warmth, or love etc.

Top Tip:

We include a Person, Location, an Action, A Time or an Object (PLATO) in a expression of what we want, we are describing a strategy to meet a need, rather than a need.



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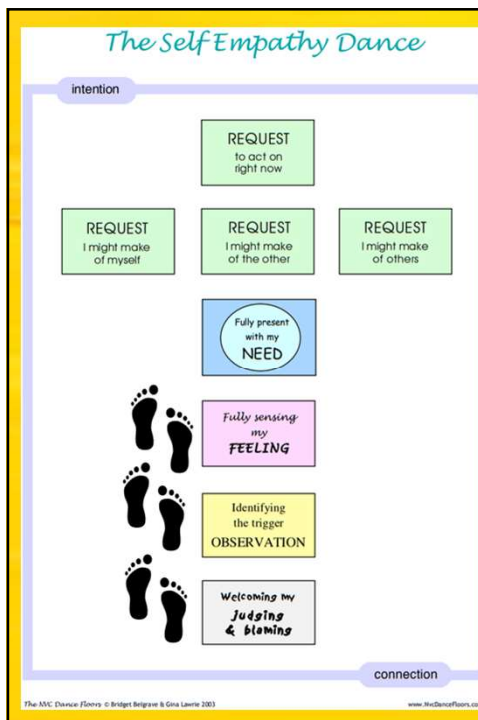
Request: (as opposed to a Demand)

Requests as free from coercion. We are willing to hear a no. (Willingness)

Everyone has a need for autonomy – to have free choice about whether we do something or not.

When we contribute willing we can enjoy the gift of giving. When the joy of giving freely is missing, we can become resentful.

If someone does something for us out of duty, sacrifice, fear, guilt, shame or obligation this can compromise the quality of connection and trust between us.

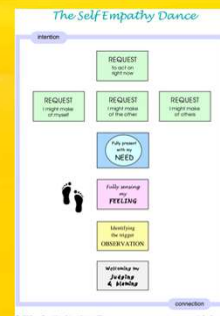


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feelings we may have when our needs are being met

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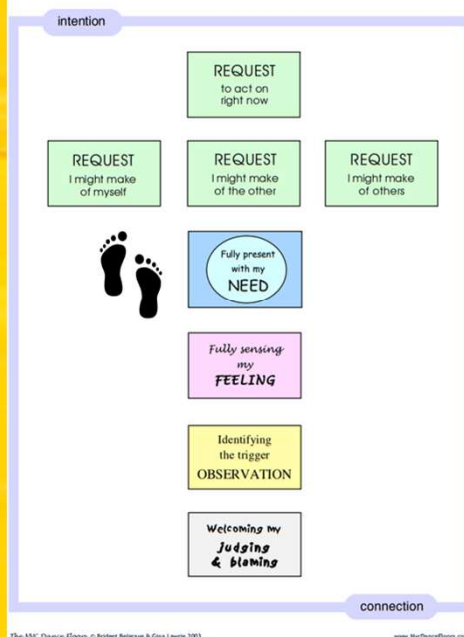


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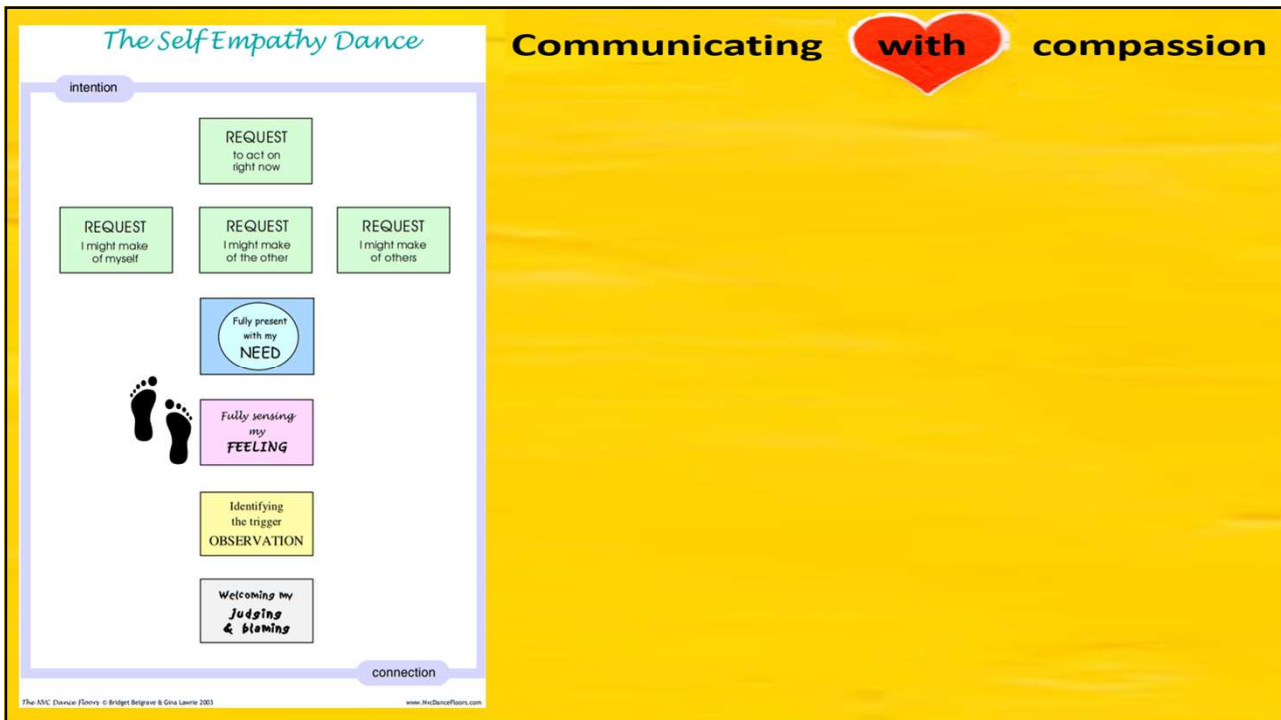
The Self Empathy Dance

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The ME: Dance Floor © Bridget Bragave & Gina Laverie 2003

www.TheDanceFloor.com



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**What are you
Grounding
taking away
&
with you from
intentions
today?**

Barry Jones

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Resources

<https://nvc-uk.com/> Nonviolent communication in the UK

<https://www.cnvc.org/> The Centre for Nonviolent Communication

Nonviolent COMMUNICATION a Language of Life 3rd Edition by Marshall B. Rosenberg , PhD



Seed of Peace YouTube channel

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Practising Generosity

A 6 week Introduction course
to communicating with
compassion

Inspired by the work of Marshall Rosenberg and the Centre for Non-Violent Communication



Thankyou

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