

BASIC NVC MODEL

| Honestly Expressing | Listening With Empathy |
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| Observation: When I see, hear ... | Observation: When you see, hear |
| Feeling: I feel ... | Feeling: do you feel ... |
| Need: because I need ... | Need: because you need/value? |
| Request: Would you be willing to... (positive, doable) | Request: Would you like me to ... ? (positive, concrete action) |
| <ul style="list-style-type: none"> • for honesty: <i>tell me how you are feeling about what I just said?</i> • for empathy: tell me what you heard from what I said? • for action: do ... (specific, positive, concrete action) | |

| Four D's of a Jackal: | Four R's of a Giraffe: |
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| - Deserving: Who is right/wrong? Who should be punished or rewarded? | - Remembering we are all unique, interconnected, and interdependent. |
| - Diagnosing: Making judgments, assumptions, and interpretations | - Respecting others and ourselves; knowing we are all striving to meet needs and enrich all our lives |
| - Denying choice: (inducing guilt) blaming others, using language that obscures choice: "I expect you to..., you should, you have to, you never, you always..." | - Taking Responsibility for our own beliefs, thoughts feelings and actions |
| - Demanding (inducing fear): there is only one way that is right, and that's mine. My way or the highway! | - Requesting and accepting yes or no as the answer, as a gift or as the beginning of a dialogue. |

Giraffe vs. Jackal

| Life-Alienating (Jackal) | Life-Serving (Giraffe) |
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| Symbol in NVC: Jackal | Symbol in NVC: Giraffe |
| Blames: Self and Others | Empathizes: Sees own feelings/needs, and feelings/needs of others. |
| Consciousness: Domination | Consciousness: Partnership |
| Intention: To be right; to get others to do what I want | Intention: Connection and understanding |
| Principal Judgments: Moral judgments (good/bad, right/wrong); dualistic (either/or) | Principal Judgments: Life-serving judgments (needs met or unmet); dialectical (both/and) |
| Motivation for Actions: Extrinsic (rewards/punishment) | Motivation for Actions: Intrinsic (feelings/needs) |
| Source of Feelings: Caused by others' actions, people, events | Source of Feelings: Caused by our own thoughts or unmet needs |
| Create Safety Through: Obedience | Create Safety Through: Connection |
| Relationship with Others: Hierarchy; power over; win/lose; getting my own way | Relationship with Others: Equality; power with; win/win; meeting everyone's needs |
| Source of Authority: External (government, church, employer, parents) | Source of Authority: Internal (Spirit of God within) |
| Give Through: Guilt, shame, anger | Give Through: Compassion, joy |
| Want Others to Feel Our Pain By: Stimulating pain in others | Want Others to Feel Our Pain By: Being empathically present to them |
| See Another's Pain As: Causing pain in me | See Another's Pain As: A cry for empathy—a gift to connect |
| See Another Person Through: Enemy/hero images; "What do you deserve?" "What are you?" (object) | See Another Person Through: Wholeness as a human; "What do you need?" "What's alive in you?" (person) |
| Focus On: Past behaviors or future fears | Focus On: Present moment |