

Compassionate Communication - Quick Reference Guide

Two Modes of Communication

SPEAKING

Honestly expressing how I am without blaming or criticizing

LISTENING

Empathically receiving how you are without hearing blame or criticism

and the

Four Steps to each Mode

Observation

When I see/hear...

Observation

When you see/hear...

Feeling

I feel...

Feeling

Are you feeling...?

Need

Because I need...

Need

Because you need...

Request

Would you be willing...?

Request

Would you like...?

FEELINGS

When our needs **are** being met:

Affectionate
Compassionate
Friendly
Openhearted
Sympathetic

Confident
Empowered
Open
Proud
Safe
Secure

Engaged
Alert
Curious
Engrossed
Interested
Involved
Stimulated

Excited
Eager
Energetic

Enthusiastic
Passionate
Surprised

Exhilarated
Alive
Ecstatic
Elated
Thrilled

Grateful
Appreciative
Thankful

Hopeful
Encouraged
Optimistic

Joyful
Amused
Delighted
Glad
Happy
Pleased

Inspired

Peaceful
Calm
Clearheaded
Comfortable
Centered
Content
Fulfilled
Relaxed
Relieved
Satisfied
Trusting

Refreshed
Renewed
Rested

Differentiations

Observations vs. Evaluations

Feelings vs. Thoughts

Needs vs. Strategies

Requests vs. Demands

FEELINGS

When our needs ***are not*** being met:

Afraid
Apprehensive
Mistrustful
Panicked
Suspicious
Wary
Worried

Confused
Ambivalent
Baffled
Hesitant
Lost
Perplexed

Fatigue
Burnt out
Depleted
Exhausted
Tired
Weary

Sad
Depressed
Disappointed
Discouraged
Disheartened
Hopeless
Unhappy

Annoyed
Aggravated
Dismayed
Disgruntled
Displeased
Exasperated
Frustrated
Impatient
Irritated

Disconnected
Alienated
Apathetic
Bored
Detached
Distracted
Numb
Withdrawn

Pain
Devastated
Grief
Heartbroken
Hurt
Lonely
Miserable
Regretful

Tense
Anxious
Cranky
Distressed
Distraught
Frazzled
Irritable
Nervous
Overwhelmed
Restless
Stressed out

Angry
Enraged
Furious
Indignant
Irate
Jealous
Outraged
Resentful

Vulnerable
Guarded
Helpless
Insecure
Reserved
Sensitive

Embarrassed
Ashamed
Flustered
Guilty
Self-conscious

Aversion
Appalled
Contempt
Disgusted
Dislike
Hostile

Agitated
Agitated
Alarmed
Disturbed
Restless
Surprised
Troubled
Uncomfortable
Uneasy
Unsettled
Upset

Non-Feelings

Evaluative words that are confused with feelings

These words, commonly used to describe feelings, actually mix the pure emotion with the interpretation, judgment or evaluation that implies victimization or blame – that someone or something outside ourselves is doing it to us. In this sense they foster disempowerment.

bullied, betrayed, belittled, manipulated, abandoned, threatened, unappreciated, excluded, put down, unwanted, intimidated, ignored, accused, underpaid, used, overlooked, wronged, misunderstood, rejected, insignificant, attacked, accepted, blamed, cheated, criticized, discounted, unheard, violated, invisible, unloved, victimized, left out, smothered

**Betrayed → Hurt
Used → Resentful
Threatened → Afraid
Left out → Lonely**

NEEDS Inventory

Connection

Acceptance
Affection
Appreciation
Belonging
Cooperation
Communication
Closeness
Community
Companionship
Consideration
Consistency
Empathy
Inclusion
Intimacy
Love
Mutuality
Nurturing
Respect/self-respect
Safety
Security
Stability
Support
To know and be known
To see and be seen
To understand and be understood
Trust
Warmth

Meaning

Awareness;
Celebration of life
Challenge
Clarity
Competence
Consciousness
Contribution
Creativity
Discovery
Efficacy
Effectiveness
Growth
Learning
Mourning
Participation
Purpose
Self-expression
Stimulation
Understanding

Honesty

Authenticity
Integrity
Presence

Physical well-being

Air
Food
Movement/exercise
Relaxation
Rest/sleep
Sexual expression
Safety
Shelter
Touch
Water

Play

Joy
Humor

Peace

Beauty
Communion
Ease
Equality
Harmony
Inspiration
Order

Autonomy

Choice
Freedom
Independence
Space
Spontaneity

Common Needs Within Work Environments

**Appreciation
Being Heard
Consideration
Cooperation
Equality
Honesty
Participation
Recognition
Safety**

**Autonomy
Clarity
Contribution
Effectiveness
Harmony
Inclusion
Purpose
Respect
Trust**

Understanding