

# How You Can Use the NVC Process



Clearly expressing  
how **I am**  
without blaming  
or criticizing

Empathically receiving  
how **you are**  
without hearing  
blame or criticism

## OBSERVATIONS

1. What I observe (*see, hear, remember, imagine, free from my evaluations*) that does or does not contribute to my well-being:

*"When I (see, hear) . . . "*

1. What you observe (*see, hear, remember, imagine, free from your evaluations*) that does or does not contribute to your well-being:

*"When you see/hear . . . "*

*(Sometimes unspoken when offering empathy)*

## FEELINGS

2. How I feel (*emotion or sensation rather than thought*) in relation to what I observe:

*"I feel . . . "*

2. How you feel (*emotion or sensation rather than thought*) in relation to what you observe:

*"You feel . . . "*

## NEEDS

3. What I need or value (*rather than a preference, or a specific action*) that causes my feelings:

*" . . . because I need/value . . . "*

3. What you need or value (*rather than a preference, or a specific action*) that causes your feelings:

*" . . . because you need/value . . . "*

Clearly requesting that  
which would enrich **my**  
life without demanding

Empathically receiving that  
which would enrich **your** life  
without hearing any demand

## REQUESTS

4. The concrete actions I would like taken:

*"Would you be willing to . . . ?"*

4. The concrete actions you would like taken:

*"Would you like . . . ?"*

*(Sometimes unspoken when offering empathy)*



# UNIVERSAL HUMAN NEEDS/VALUES

*The needs below are grouped into categories of core needs, 3 meta-categories and 9 subcategories*

## WELL BEING (peace)

### Sustenance/Health

abundance/thriving  
exercise  
food, nutrition  
nourishment  
rest, sleep  
shelter  
sustainability  
support/help  
wellness  
vitality, energy, aliveness

### Safety/Security

comfort  
confidence  
emotional safety  
familiarity  
order, structure  
predictability  
protection from harm  
stability  
trust, faith

### Rest/Recreation/Fun

acceptance  
appreciation, gratitude  
awareness  
balance  
beauty  
ease  
equanimity  
humor  
movement  
play  
relaxation  
rejuvenation  
simplicity  
space  
tranquility  
wholeness  
wonder

## CONNECTION (love)

### Love/Caring

affection, warmth  
beauty  
closeness, touch  
companionship  
compassion, kindness  
intimacy  
mattering/importance  
nurturing  
sexual connection  
respect, honoring  
valuing, prizing

### Empathy/Understanding

Awareness, clarity  
acceptance  
acknowledgment  
communication  
consideration  
hearing (hear/be heard)  
knowing (know/be known)  
presence, listening  
respect, equality  
receptivity, openness  
recognition  
seeing (see/be seen)  
self-esteem  
sensitivity

### Community/Belonging

cooperation  
fellowship  
generosity  
inclusion  
interdependence  
harmony, peace  
hospitality, welcoming  
mutuality, reciprocity  
partnership, relationship  
support, solidarity  
trust, dependability  
transparency, openness

## SELF-EXPRESSION (joy)

### Autonomy/Authenticity

choice  
clarity  
congruence  
consistency  
continuity  
dignity  
freedom  
honesty  
independence  
integrity  
power, empowerment  
self-responsibility

### Creativity/Play

adventure  
aliveness  
discovery  
initiative  
innovation  
inspiration  
mystery  
passion  
spontaneity

### Meaning/Contribution

appreciation, gratitude  
achievement, productivity  
celebration, mourning  
challenge  
efficacy  
effectiveness  
excellence  
feedback  
growth  
learning, clarity  
mystery  
participation  
purpose, value  
self-actualization  
self-esteem  
skill, mastery

# FEELINGS/EMOTIONS

## ANNOYED

bitter  
edgy  
exasperated  
frustrated  
grumpy  
impatient  
irritable  
irked

## ANGRY

agitated  
enraged  
exasperated  
furious  
irate  
outraged  
resentful  
upset

## AVERSION

appalled  
contempt  
disgusted  
dislike  
horrified  
repulsed

## CONFUSED

baffled  
bewildered  
dazed  
hesitant  
lost  
mystified  
perplexed  
puzzled  
torn

## DISCOMFORT

agitated  
alarmed  
discombobulated  
disturbed  
perturbed  
rattled  
restless  
shocked  
startled

surprised  
troubled  
turbulent  
uncomfortable  
uneasy  
unsettled

## DISCONNECTED

apathetic  
bored  
distant  
distracted  
indifferent  
numb  
uninterested  
withdrawn

## EMBARRASSED

ashamed  
flustered  
guilty  
self-conscious

## FEARFUL

afraid  
apprehensive  
anxious  
distress  
frightened  
hesitant  
nervous  
panicked  
paralyzed  
petrified  
scared  
tense  
terrified  
worried

## PAIN

agony  
devastated  
grief  
heartbroken  
hurt  
lonely  
miserable  
regretful  
remorseful

## SAD

depressed  
despondent  
disappointed  
discouraged  
disheartened  
dismayed  
gloomy  
heavy hearted  
hopeless  
troubled  
unhappy  
wretched

## STRESSED/ TIRED

burnt out  
depleted  
exhausted  
fatigued  
listless  
overwhelmed  
restless  
sleepy  
weary  
worn out

## VULNERABLE

fragile  
guarded  
helpless  
insecure  
leery  
reserved  
sensitive  
shaky  
tender

## YEARNING

envious  
jealous  
longing  
pining  
wishful

## AFFECTION

compassionate  
friendly  
loving  
sympathetic  
tender  
warm

## INTERESTED

absorbed  
alert  
curious  
enchanted  
engaged  
fascinated  
intrigued  
spellbound  
stimulated

## GLAD

alive  
amazed  
amused  
awed  
encouraged  
energetic  
enthusiastic  
excited  
grateful  
happy  
hopeful  
inspired  
invigorated  
joyful  
motivated  
optimistic  
pleased  
thrilled  
wonder

## GRATEFUL

appreciative  
moved  
thankful  
touched

## HOPEFUL

encouraged  
expectant  
optimistic

## PEACEFUL

calm  
comfortable  
centered  
composed  
content  
fulfilled  
relaxed  
relieved  
satisfied

## RESTED

alert  
alive  
energized  
invigorated  
refreshed  
rejuvenated  
relaxed  
renewed  
strong

*The following words are sometimes confused as feelings when in fact they are perceptions:*

Abandoned  
Abused  
Attacked  
Betrayed  
Blamed  
Cheated  
Criticized  
Ignored  
Intimidated  
Manipulated  
Misunderstood  
Neglected  
Overworked  
Patronized  
Pressured  
Provoked  
Rejected  
Put Down  
Threatened  
Tricked