

FEELINGS

When needs **are not** being met:

| | | | | | |
|----------------|-----------------|---------------------|--------------------|--------------|-------------------|
| FEARFUL | indignant | puzzled | startled | tired | forlorn |
| afraid | irate | torn | surprised | weary | gloomy |
| apprehensive | livid | | troubled | worn out | heavy hearted |
| dread | outraged | DISCONNECTED | turbulent | | hopeless |
| foreboding | resentful | alienated | turmoil | PAIN | melancholic |
| frightened | | apathetic | uncomfortable | agony | unhappy |
| mistrustful | AVERSION | bored | uneasy | anguished | wretched |
| panicked | animus | cold | unnerved | bereaved | |
| paralyzed | appalled | detached | unsettled | devastated | VULNERABLE |
| petrified | contemptuous | distant | upset | grief | fragile |
| scared | disgusted | distracted | | heartbroken | guarded |
| suspicious | dislike | indifferent | EMBARRASSED | hurt | helpless |
| terrified | hate | numb | ashamed | lonely | insecure |
| wary | horrified | uninterested | flustered | miserable | leery |
| worried | hostile | withdrawn | guilty | regretful | reserved |
| | repulsed | | mortified | remorseful | sensitive |
| TENSE | | DISCOMFORT | self-conscious | | shaky |
| anxious | | agitated | | SAD | tender |
| cranky | CONFUSED | alarmed | FATIGUE | depressed | |
| distressed | ambivalent | disconcerted | beat | dejected | YEARNING |
| distraught | baffled | discombobulated | burnt out | despairing | envious |
| edgy | bewildered | disturbed | depleted | despondent | jealous |
| fidgety | dazed | perturbed | exhausted | discouraged | longing |
| frazzled | hesitant | rattled | lethargic | disheartened | nostalgic |
| irritable | lost | restless | listless | dismayed | pinning |
| jittery | mystified | shocked | sleepy | | wistful |
| nervous | perplexed | | | | |
| overwhelmed | | | | | |
| restless | | | | | |
| stressed out | | | | | |

Faux-Feelings: Evaluations Confused with Feelings

These are words which mix pure emotion with interpretation or judgement, implying blame or victimization, and placing responsibility outside of ourselves. In this sense, they foster disempowerment.

Examples: **Abandoned, attacked, belittled, betrayed, blamed, bullied, cheated, coerced, cornered, criticized, discounted, disliked, distrusted, dumped on, harassed, hassled, ignored, insulted, interrupted, intimidated, invalidated, invisible, isolated, left out, let down, manipulated, mistrusted, misunderstood, neglected, overpowered, overworked, patronized, pressured, provoked, put down, rejected, ripped off, smothered, suffocated, taken for granted, trampled, tricked, unappreciated, unheard, unloved, unseen, used, victimized, violated, wronged; etc.**

Betrayed→ Hurt, Angry, Disappointed

Intimidated→ Afraid, Anxious

Manipulated→ Angry, Scared, Powerless, Frustrated

Used→ Sad, Angry, Resentful

ANNOYED
aggravated
bitter
disgruntled
displeased
exasperated
frustrated
grumpy
impatient
irritated
irked

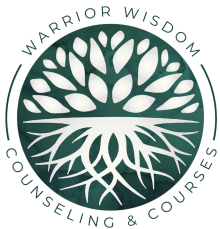
ANGRY
enraged
furious
incensed

NEEDS

| | | | |
|------------------------|---------------------------------|-------------------|--------------------|
| WELL-BEING | listening | support | harmony |
| abundance | presence | valuing/prizing | inspiration |
| air | recognition | warmth | simplicity |
| aliveness | to know and be known | HONESTY | tranquility |
| food | to see and be seen | authenticity | AUTONOMY |
| health | to understand and be understood | integrity | choice |
| help/support | | openness | congruence |
| exercise | CONNECTION | presence | freedom |
| nutrition | affection | transparency | independence |
| nourishment | appreciation | | space |
| rest/sleep | belonging | PLAY | spontaneity |
| rejuvenation | cooperation | adventure | |
| relaxation | communication | discovery | MEANING |
| sexual expression | closeness | fun | celebration |
| safety | community | initiative | challenge |
| shelter | companionship | innovation | competence |
| sustainability | consistency | inspiration | consciousness |
| touch | fellowship | joy | contribution |
| thriving | generosity | humor | creativity |
| water | gratitude | light-heartedness | discovery |
| wellness | importance | movement | efficacy |
| wholeness | inclusion | mystery | effectiveness |
| vitality/energy | intimacy | passion | growth |
| | interdependence | recreation | hope |
| SAFETY/SECURITY | love | spontaneity | learning |
| comfort | mutuality | wonder | mourning |
| confidence | nurturing | | participation |
| dependability | partnership | PEACE | purpose |
| familiarity | reciprocity | balance | self-actualization |
| order | relationship | beauty | self-esteem |
| structure | respect | communion | self-expression |
| predictability | self-respect | ease | stimulation |
| protection | sexual connection | equality | to matter |
| sensitivity | | equanimity | |
| stability | | | |
| trust/faith | | | |

Common Work Place Needs

| | | |
|----------------------|----------------------|--------------------|
| Appreciation | Autonomy | Honesty |
| Being Heard | Clarity | Trust |
| Consideration | Contribution | Safety |
| Cooperation | Effectiveness | Respect |
| Equality | Harmony | Recognition |
| Participation | Inclusion | Purpose |
| Alignment | Understanding | Cohesion |



NVC REFERENCE GUIDE

OFNR:

TWO MODALITIES FOR ENGAGING IN COMPASSIONATE COMMUNICATION WITH ANOTHER PERSON

Speaking

Honestly expressing myself without blame or judgement

1. Observation

When I see/Hear...

2. Feeling

I feel...

3. Need

Because I need...

4. Request

Would you be willing to...?

Listening

Empathically receiving someone else without hearing blame or judgement

1. Observation

When you see/hear...

2. Feeling

Are you feeling...?

3. Need

Because you need...

4. Request

Would you like...?

FEELINGS

When needs are being met:

AFFECTIONATE

Compassionate
friendly
loving
open hearted
sympathetic
tender
warm

CONFIDENT

empowered
open
proud
safe
secure
strong

GRATEFUL

appreciative
moved
thankful
touched

INSPIRED

amazed
awed
wonder

EXCITED

amazed
animated
ardent
aroused
astonished
dazzled
eager

HOPEFUL

expectant
encouraged
optimistic

energetic
enthusiastic
giddy
invigorated
lively
passionate
surprised
vibrant

JOYFUL

amused
delighted
glad
happy
jubilant
pleased
tickled

EXHILARATED

blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled

PEACEFUL

calm
clear headed
comfortable
centered
content
equanimous
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil
trusting

REFRESHED

alive
enlivened
rejuvenated
renewed
rested
restored
revived

Key Differentiations

Observations vs. Evaluations

Feelings vs. Thoughts

Needs vs. Strategies

Requests vs. Demands