

Finding Spiritual Connection Through Inner Empathy

Experience Compassionate Communication

with
Sam Lee

BREAK OUT SESSION

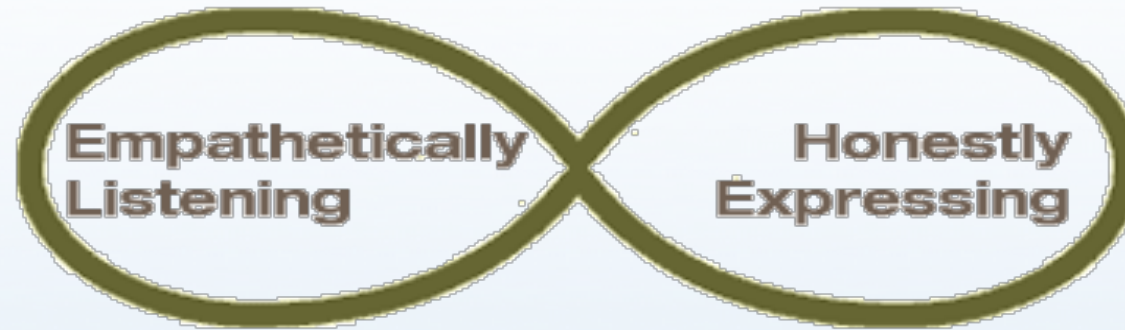


Discuss these questions:

- 1. What does empathy mean to you?*
- 2. Discuss some examples of what empathy is **NOT**?*

The 2 Parts and 4 Components of NVC

Both sides of the NVC model – empathetically listening and honestly expressing



EMPATHICALLY LISTENING

observations
feelings
needs
requests

HONESTLY EXPRESSING

observations
feelings
needs
requests

WHAT IS EMPATHY?

- Empathy is a Universal Human Need for being deeply understood.
- We can think of it as a respectful or compassionate understanding.
- When offering empathy, we embody a quality of being completely present with what is alive in the other person moment to moment.
- Therefore, empathy has a quality of following, rather than leading.

WHAT ARE THE BENEFITS OF EMPATHY?

“Our ability to offer empathy can allow us to...

- ♥ stay vulnerable, defuse potential violence,
 - ♥ help us hear the word ‘no’ without taking it as a rejection,
 - ♥ revive lifeless conversation,
- and even,
- ♥ hear the feelings and needs expressed through silence.”

– [Marshall B. Rosenberg, PhD.](#)

WHAT EMPATHY IS **NOT** - some examples:

- **Sympathy** (“I feel your pain. I’ve been there.”)
- **Suggestions** (“Let me tell you what I think you should do...”)
- **Fixing or resolving things** (“Daddy will buy you a new one!”)
- **Investigation** (“When was the first time you felt this way?”)
- **Diagnosing** (“This is because you’re an egomaniac, Aries, etc.”)
- **Honesty** (“When I hear what you’re saying I feel upset...”)
- **Agreement** (“You’re right!”)

THE ROLE OF EMPATHY IN COMMUNICATION

In NVC, Empathy is a **Universal Human Need**. Needs can be thought of as core human motivators common to all people; or the conditions necessary for any human to thrive, regardless of culture or geographic location.

The role of empathy in communication relates to the two parts of any communication process: **Speaking and Listening**.

These can also be understood as giving (or speaking) and receiving (or listening).

In NVC we call them honesty and empathy. This allows us to define the role of empathy as a compassionate understanding or a respectful understanding. When we are fully listened to — deeply understood or “gotten” — then our need for empathy is met!

EMPATHY CAN LOWER EMOTIONAL CHARGE

Empathy also functions as a pressure release valve of sorts.

When we're in pain, getting heard can relieve the pressure we feel inside.

After receiving empathy, people are more connected to what is important to them and they have a lower emotional charge.

WHAT ARE FEELINGS ANYWAY?

We may have SATISFIED Feelings when our needs are met

And UNSATISFIED Feelings when our needs are not met.

What are these needs?

UNIVERSAL HUMAN NEEDS

- **CONNECTION** – acceptance, love, empathy, companionship safety, support, trust, to be seen and known, cooperation, communication, closeness, inclusion, intimacy, self-respect
- **PHYSICAL WELL BEING** – air, food, water, shelter, touch, movement, rest/sleep,
- **HONESTY** – authenticity, integrity, presence
- **PLAY** – joy, humor, fun.
- **PEACE** – beauty, equality, harmony, inspiration, order, communion
- **AUTONOMY** – freedom, choice, independence, space
- **MEANING** – challenge, clarity, awareness, contribution creativity, growth, purpose, expression, to matter, consciousness, stimulation, effectiveness.

FEELINGS WHEN YOUR NEEDS ARE SATISFIED

- **Affectionate** – friendly, loving, open hearted, warm, tender, compassionate
- **Engaged** – absorbed, alert, curious, involved, interested, stimulated, intrigued, interested
- **Hopeful** – optimistic, encouraged, expectant
- **Confident** – empowered, open, proud, safe, secure.
- **Excited** – amazed, aroused, eager, energetic, enthusiastic, lively, passionate, surprised, giddy
- **Grateful** – appreciative, moved, touched, thankful
- **Inspired** – amazed, awed. wonder, motivated
- **Joyful** – delighted, happy, pleased, tickled
- **Exhilarated** – blissful, ecstatic, enthralled, radiant, thrilled
- **Peaceful** – calm, clear headed, centered, fulfilled, relaxed, relieved, satisfied, trusting, content
- **Refreshed** – rejuvenated, rested, restored, renewed, enlivened.

FEELINGS WHEN YOUR NEEDS ARE NOT SATISFIED

Afraid – apprehensive, dread, mistrustful, wary, worried, foreboding

Annoyed – aggravated, dismayed, displeased, frustrated, impatient, irritated

Angry – enraged, furious, resentful outraged, indignant incensed, furious

Aversion – animosity, appalled, contempt, disgusted, hate, hostile, repulsed

Confused - ambivalent, baffled, bewildered, hesitant, mystified, puzzled, torn

Disconnected – alienated, aloof, apathetic, bored, cold, detached, distant, indifferent withdrawn

Disquiet – agitated, alarmed, disconcerted, rattled, restless, shackled, surprised, troubled, upset

Embarrassed – ashamed, chagrined, flustered, guilty, self-conscious, mortified.

Fatigue – beat, burnt out, depleted listless, tired, weary worn out

Pain – agony, anguished, bereaved, devastated, lonely, miserable, regretful

Sad - depressed, dejected, despair, disappointed discouraged, gloomy, heavy hearted, hopeless, unhappy

Tense - anxious, distressed, edgy, fidgety, frazzled, nervous, irritable overwhelmed, restless, stressed out

Vulnerable – fragile, guarded, helpless, insecure, reserved, sensitive, shaky, leery

Yearning - envious, jealous, longing, nostalgic, wistful



Affectionate



Bored



Brave



Calm



Cheerful



Comfortable



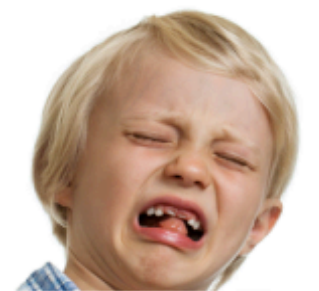
Creative



Curious



Disappointed



Disgusted



Excited



Embarrassed



Fantastic



Fearful



Frustrated



Happy



Jealous



Lonely



Loved



Mad



Nervous



Overwhelmed



Proud



Relaxed



Sad



Safe



Satisfied



Scared



Sensitive



Serious



Shy



Stressed



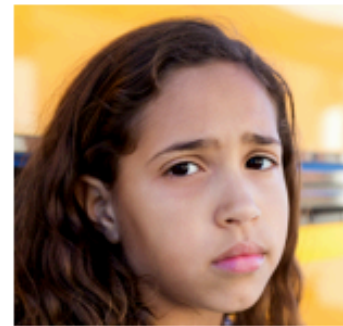
Strong



Tense



Tired



Worried

NVC JACKAL AND GIRAFFE PUPPETS DEMO



Courtesy of: <https://www.redbubble.com/i/magnet/Marshall-Rosenberg-Nonviolent-Communication>

EXERCISE Model Empathic LISTENING



Speaker: Share a short story (1 min. or less)

Listener: Short summary of what was heard. Then offer a feelings and needs guess. Example: I'm hearing you are feeling _____?
And, because your needs for _____ is (or isn't) being met?
I wonder how this lands for you?

Speaker: confirms the feelings and needs guess of the listener. Or, if not, speaker continues to share the story/what is alive in the moment.

Listener: Continues to support the speaker with another empathy guess (reflection/ feelings/needs)

CONTINUE AND REPEAT UNTIL A SIGH OF SELF-CONNECTION IS FELT.

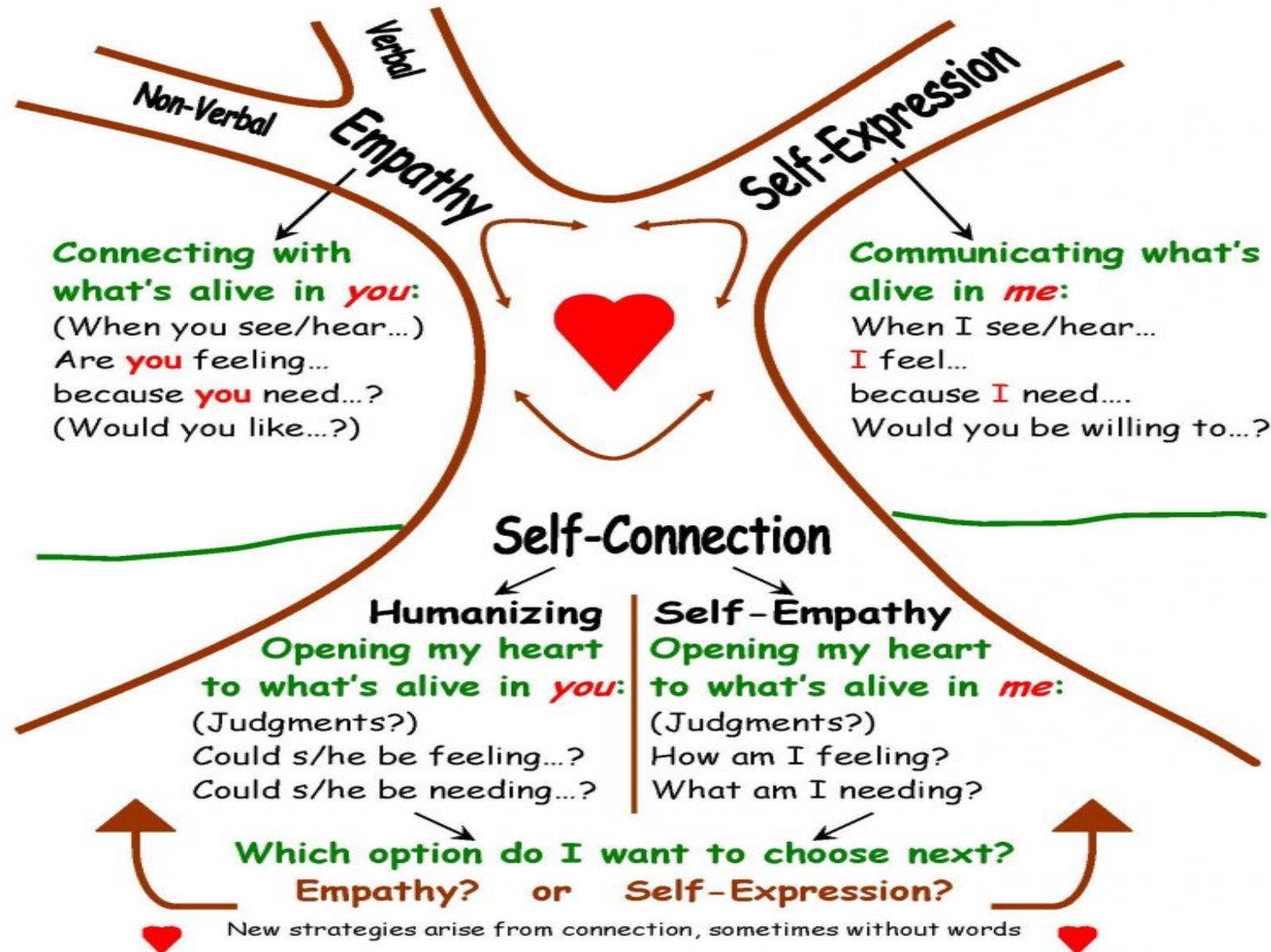
PRACTICE EXERCISE #2 - Empathy

In pairs break-out session



The NVC Tree of Life

Three Focus Options for Connection



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