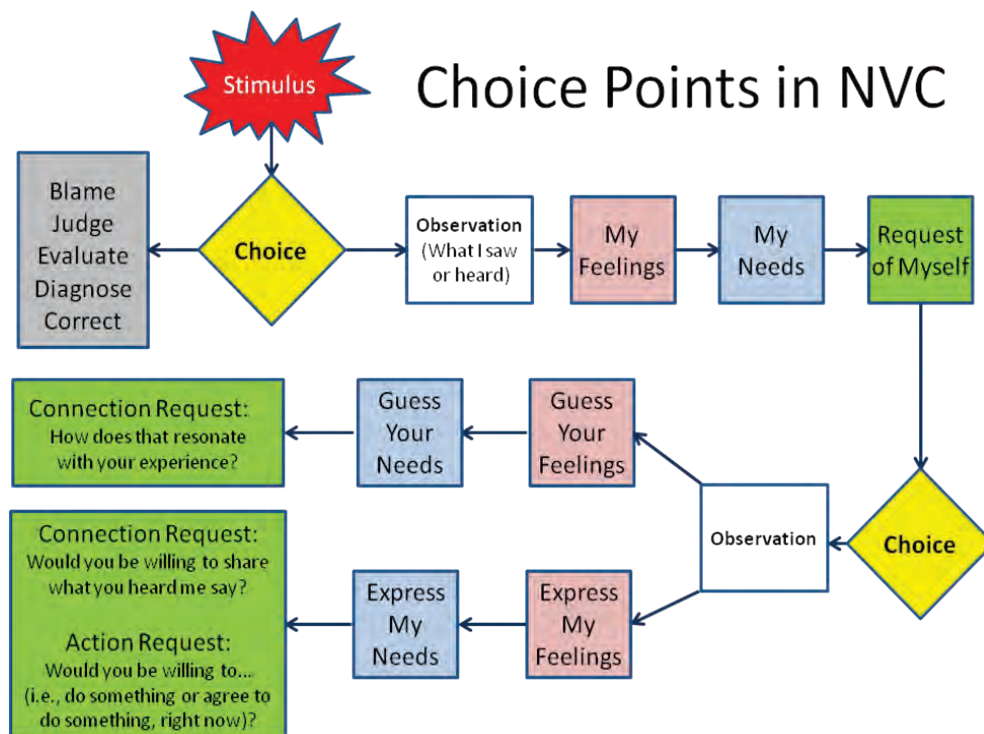
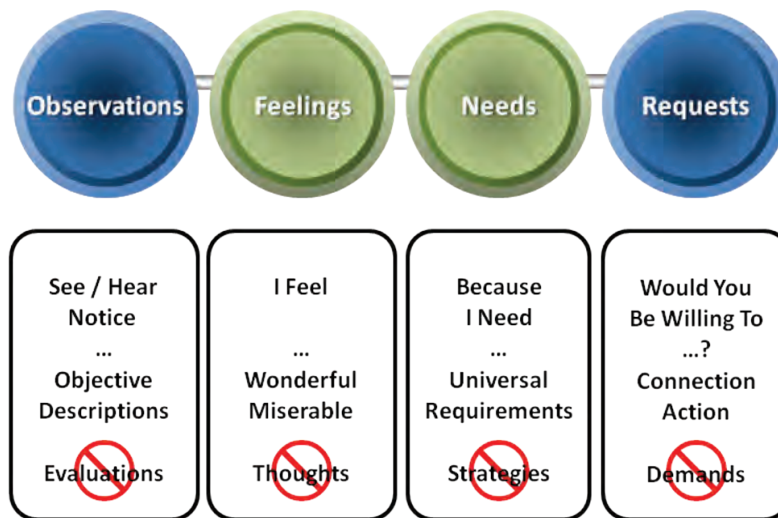


# Expressing Empathy

To establish trust and rapport, to resolve ambivalence, to evoke “The Golden Sigh,” and to invite new possibilities, evocative coaches may seek to express empathy using the Nonviolent Communication® (NVC) model developed by Marshall Rosenberg and the Center for Nonviolent Communication ([www.cnvc.org](http://www.cnvc.org)).

The NVC model distinguishes between observations and evaluations, feelings and thoughts, needs and strategies, as well as requests and demands. The lists on the following pages can assist coaches to gain facility with using these distinctions in our communications with teachers. The Choice Points diagram, below, illustrates two key opportunities to use these distinctions in coaching as well as in life.

## NVC Distinctions



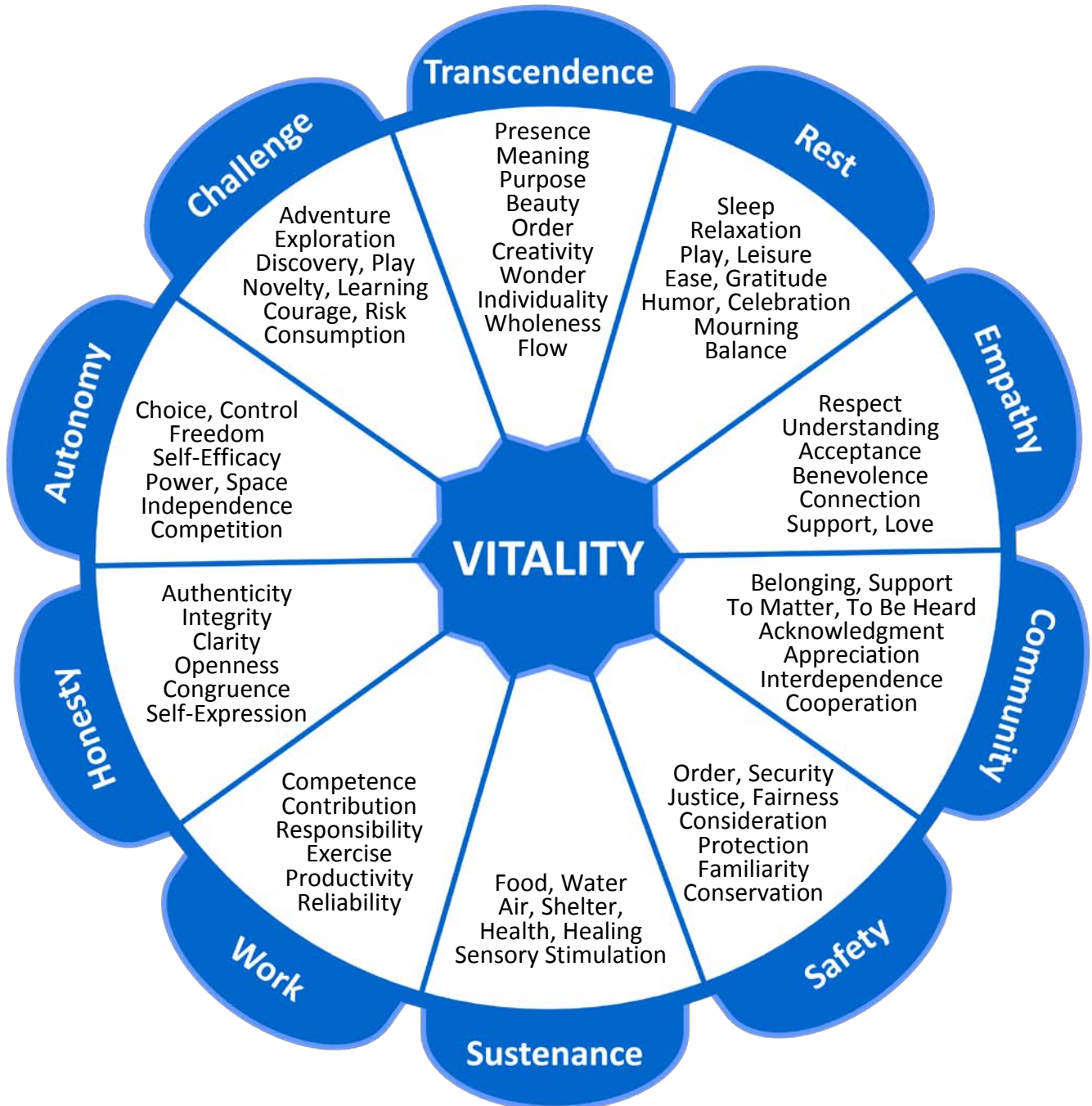
The Choice Points diagram is inspired by Gregg Kendrick <http://www.basileia.org>

# Feeling Words

WHEN NEEDS <b>ARE NOT</b> BEING MET	WHEN NEEDS <b>ARE</b> BEING MET
<p><b>Hostile</b> Animosity, Antagonistic, Appalled, Aversion, Cold, Contempt, Disgusted, Dislike, Distain, Hate, Horrified, Repulsed, Scorn, Surly, Vengeful, Vindictive</p>	<p><b>Exhilarated</b> Ecstatic, Elated, Enthralled, Exuberant, Giddy, Silly, Slap-happy</p>
<p><b>Angry</b> Enraged, Furious, Incensed, Indignant, Irate, Livid, Mad, Outraged, Resentful, Ticked off</p>	<p><b>Excited</b> Alive, Amazed, Animated, Eager, Energetic, Enthusiastic, Invigorated, Lively, Passionate</p>
<p><b>Annoyed</b> Aggravated, Bitter, Cranky, Cross, Dismayed, Disgruntled, Displeased, Exasperated, Frustrated, Grouchy, Impatient, Irked, Irritated, Miffed, Peeved, Resentful, Sullen, Uptight</p>	<p><b>Inspired</b> Amazed, Astonished, Awed, Dazzled, Radiant, Rapturous, Surprised, Thrilled, Uplifted, Wonder</p>
<p><b>Upset</b> Agitated, Alarmed, Discombobulated, Disconcerted, Disturbed, Disquieted, Perturbed, Rattled, Restless, Troubled, Turbulent, Turmoil, Uncomfortable, Uneasy, Unnerved, Unsettled</p>	<p><b>Joyful</b> Amused, Buoyant, Delighted, Elated, Ecstatic, Glad, Gleeful, Happy, Jubilant, Merry, Mirthful, Overjoyed, Pleased, Radiant, Tickled</p>
<p><b>Tense</b> Antsy, Anxious, Bitter, Distressed, Distraught, Edgy, Fidgety, Frazzled, Irritable, Jittery, Nervous, Overwhelmed, Pressured, Restless, Stressed out, Uneasy</p>	<p><b>Relaxed</b> At ease, Carefree, Comfortable, Open</p>
<p><b>Afraid</b> Apprehensive, Concerned, Dread, Fearful, Foreboding, Frightened, Hesitant, Mistrustful, Panicked, Petrified, Scared, Suspicious, Terrified, Timid, Trepidation, Unnerved, Wary, Worried, Reserved, Sensitive, Shaky, Unsteady</p>	<p><b>Curious</b> Adventurous, Alert, Interested, Intrigued, Inquisitive, Fascinated, Spellbound, Stimulated</p>
<p><b>Vulnerable</b> Cautious, Fragile, Guarded, Helpless, Insecure, Helpless, Leery, Reluctant</p>	<p><b>Confident</b> Empowered, Proud, Safe, Secure, Self-assured</p>
<p><b>Confused</b> Ambivalent, Baffled, Bewildered, Dazed, Flustered, Hesitant, Lost, Mystified, Perplexed, Puzzled, Skeptical, Torn</p>	<p><b>Engaged</b> Absorbed, Alert, Ardent, Curious, Engrossed, Enchanted, Entranced, Involved</p>
<p><b>Embarrassed</b> Ashamed, Chagrined, Contrite, Guilty, Disgraced, Humiliated, Mortified, Remorse, Regretful, Self-conscious</p>	<p><b>Hopeful</b> Expectant, Encouraged, Optimistic</p>
<p><b>Longing</b> Envious, Jealous, Nostalgic, Pining, Wistful, Yearning</p>	<p><b>Grateful</b> Appreciative, Moved, Thankful, Touched</p>
<p><b>Tired</b> Beat, Burned out, Depleted, Exhausted, Fatigued, Lethargic, Listless, Sleepy, Weary, Worn out</p>	<p><b>Refreshed</b> Enlivened, Rejuvenated, Renewed, Rested, Restored, Revived, Energetic</p>
<p><b>Disconnected</b> Alienated, Aloof, Apathetic, Bored, Cold, Detached, Disengaged, Disinterested, Distant, Distracted, Indifferent, Lethargic, Listless, Lonely, Numb, Removed, Uninterested, Withdrawn</p>	<p><b>Affectionate</b> Closeness, Compassionate, Friendly, Loving, Openhearted, Sympathetic, Tender, Trusting, Warm</p>
<p><b>Sad</b> Blue, Depressed, Dejected, Despair, Despondent, Disappointed, Discouraged, Disheartened, Downcast, Downhearted, Forlorn, Gloomy, Grief, Heavy hearted, Hopeless, Melancholy, Sorrow, Unhappy</p>	<p><b>Peaceful</b> Blissful, Calm, Centered, Clear headed, Mellow, Quiet, Serene, Tranquil</p>
<p><b>Shocked</b> Appalled, Disbelief, Dismay, Horrified, Mystified, Startled, Surprised</p>	<p><b>Relieved</b> Complacent, Composed, Cool, Trusting</p>
<p><b>Pain</b> Agony, Anguished, Bereaved, Devastated, Heartbroken, Hurt, Miserable, Wretched</p>	<p><b>Content</b> Glad, Cheerful, Fulfilled, Satisfied</p>

# The Wheel of Needs

## Universal Human Needs



Inspired by the work of Jim & Jori Manske (2005) <http://radicalcompassion.com>, Marshall Rosenberg (2005) <http://www.cnvc.org>, and Manfred Max-Neef (1992), Chilean economist

## Reframing Causal Attributions

<b>Causal Attributions</b>	<b>Possible Primary Feelings</b>	<b>Possible Underlying Needs</b>
Attacked	Scared, Angry	Safety, Respect
Belittled	Indignant, Distressed, Tense, Embarrassed, Outraged	Respect, Autonomy, To Be Seen, Acknowledgement, Appreciation
Blamed	Angry, Scared, Antagonistic, Bewildered, Hurt	Fairness, Justice, Understanding
Betrayed	Stunned, Outraged, Hurt, Disappointed	Trust, Dependability, Honesty, Commitment, Clarity
Boxed In	Frustrated, Scared, Anxious	Autonomy, Choice, Freedom, Self-Efficacy
Coerced	Angry, Frustrated, Scared, Anxious,	Autonomy, Choice, Freedom, Self-Efficacy
Criticized	Humiliated, Irritated, Scared, Anxious, Embarrassed	Understanding, Acknowledgement, Recognition
Disrespected	Furious, Hurt, Embarrassed, Frustrated	Respect, Trust, Acknowledgement
Distrusted	Hurt, Sad, Frustrated	Honesty, Authenticity, Integrity, Trust,
Harassed	Angry, Aggravated, Pressured, Frightened, Exasperated	Respect, Consideration, Ease,
Hassled	Irritated, Irked, Distressed, Frustrated	Autonomy, Ease, Calm, Space
Insulted	Angry, Embarrassed, Incensed	Respect, Consideration, Acknowledgement, Recognition
Interrupted	Irritated, Hurt, Resentful	Respect, Consideration, To Be Heard
Intimidated	Frightened, Scared, Vulnerable	Safety, Power, Self-Efficacy, Independence
Left Out	Sad, Lonely, Anxious	Belonging, Community, Connection, To Be Seen
Manipulated	Resentful, Vulnerable, Sad, Angry	Autonomy, Consideration, Choice, Power
Misunderstood	Upset, Dismayed, Frustrated	Understanding, To Be Heard, Clarity
Overworked	Angry, Tired, Frustrated, Resentful	Respect, Consideration, Rest, Caring, Ease
Pressured	Overwhelmed, Anxious, Resentful	Relaxation, Ease, Clarity, Space, Consideration
Rejected	Hurt, Scared, Angry, Defiant	Belonging, Connection, Acknowledgment
Taken Advantage Of	Angry, Powerless, Frustrated	Autonomy, Power, Trust, Choice, Connection, Acknowledgment
Taken For Granted	Hurt, Disappointed, Angry	Appreciation, Acknowledgement, Recognition, Consideration
Tricked	Indignant, Embarrassed, Furious	Integrity, Honesty, Trust
Unappreciated	Sad, Hurt, Frustrated, Irritated	Appreciation, Respect, Acknowledgement
Unsupported	Sad, Hurt, Resentful	Support, Understanding
Violated	Outraged, Agitated, Anxious, Sad	Safety, Trust, Space, Respect

## Communication Patterns That Interfere With Connection

“Don’t just do something, sit there!”

- Advising: "I think you should..." "How come you didn't...?"
- Blaming: "You should have known better; look at the mess you've made."
- Commiserating: "Oh, you poor thing."
- Comparing: "If you were just more like ..."
- Consoling: "You poor thing; you did the best you could."
- Correcting: "That's not how it happened."
- Demanding: "You must...you have to...you need to..."
- Denying: "You really had no choice." "You really leave me no choice."
- Diagnosing: "It sounds like you have ADD." "He's really a stupid idiot."
- Educating: "This could turn into a very positive experience for you if you just..."
- Explaining: "I would have called but..."
- Incentivizing: "If you do this, you will get rewarded (or punished)."
- Interrogating: "When did this begin?"
- Judging: "That's a bad thing for you to do."
- One-Upping: "That's nothing; wait till you hear what happened to me."
- Shutting down: "Cheer up. Get over it. It's time to move on."
- Story-telling: "That reminds me of the time..."
- Victimized: "It's not your fault; there's nothing else you could have done."

Adapted From *Communication Basics: An Overview of Nonviolent Communication* by Rachele Lamb (2002)