

Four Components of Intentional Communication

Observations *(not judgments):*

- Describing events without judgment, criticism, blame or diagnosis.
- What a video camera or microphone would record.

"When I (you) see/hear/imagine/remember _____..."

Feelings *(not thoughts):*

- Describe feelings without thoughts mixed in.
- Just actual emotions or bodily sensations.

"...I (do you) feel _____..."

Needs *(not strategies):*

- Universal, life-sustaining human needs.
- General, not specific to a person or action.

"...because I (you) value _____..."

Requests *(not demands):*

- Connecting: checking in with the other person.
- Action: presently "do-able" positive strategy.

"...so, would you be willing to _____...?"

Some Common Feelings

• Comfortable Feelings

grateful	clear	happy	strong	thrilled	interested	energized
gentle	excited	determined	sure	relaxed	settled	confident
cheerful	hopeful	receptive	eager	calm	warm	amazed
affectionate	serene	flexible	proud	stable	relieved	free

• Uncomfortable Feelings

angry	sad	frustrated	confused	concerned	resentful	doubtful
depressed	hopeless	stuck	edgy	surprised	irritated	annoyed
distressed	torn	restless	wary	unreceptive	numb	disconnected
scared	nervous	mad	unsteady	stunned	weary	lonely

• Non- Feelings

abandoned	bullied	left out	rushed	unappreciated
abused	ignored	manipulated	smart	supported
attacked	inadequate	neglected	stupid	understood
betrayed	invisible	patronized	included	accepted

Universal Human Needs

community	support	cooperation	privacy	choice
control	safety	understanding	honesty	accuracy
trust	purpose	contribution	comfort	ease
dependability	consideration	freedom	order	practice
effectiveness	wholeness	resolution	opportunity	connection
acceptance	mourning	creativity	celebration	reassurance
respect	authenticity	integrity	challenge	reciprocity
inclusion	compassion	fun	balance	health
mastery	appreciation	equality	fairness	peace
loyalty	truth	beauty	participation	energy
growth	amends	visibility	empathy	play
laughter	stimulation	rejuvenation	quiet	inspiration
healing	consistency	clarity	growth	intimacy
experience	vitality	independence	love	restoration