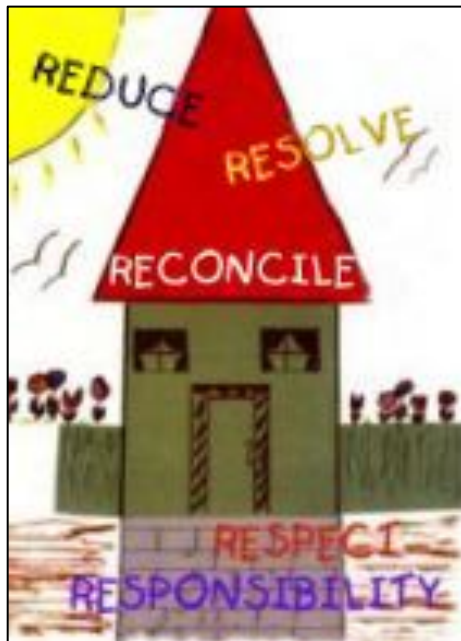


Collaborative Conversations: Shift Happens!

Transforming Conflict to Collaboration



We could learn a lot from crayons: some are sharp, some are pretty, some are dull, some have weird names and all are different colors...but they exist very nicely together in the same box.



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Freedom Training and Coaching Services

Collaborative Conversations: Shift Happens!

Transforming Conflict to Collaboration

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Universal Needs and Feelings

UNIVERSAL NEEDS

MEANING

Acknowledgment
Awareness
Beauty
Celebration
Clarity
Closure
Competence
Contribution
Effectiveness
Growth
Hope
Inspiration
Learning
Mourning
Mystery
Purpose
Stimulation
Understanding

AUTONOMY

Choice
Freedom
Independence
Space

AUTHENTICITY

Aliveness
Creativity
Honesty
Integrity
Openness
Self Expression
To be heard/seen
To know/be known
Transparency
Trust

CONNECTION

Acceptance
Belonging
Closeness
Communication
Companionship
Compassion
Consideration
Empathy
Interdependence
Intimacy
Love
Respect
Sexual Expression

PHYSICAL

Air
Hydration
Movement
Procreation
Rest
Safety
Shelter
Sustenance
Touch

PLAY

Excitement
Fun
Humour
Joy
Laughter

COMMUNITY

Collaboration
Cooperation
Equality
Inclusion
Mutuality
Support

PEACE

Beauty
Consciousness
Ease
Flow
Harmony
Presence
Spaciousness
Spiritual Connection
Transformation

FEELINGS

PEACEFUL

absorbed
blissful
calm
content
engrossed
expansive
serene
spacious
tranquil

GLAD

confident
delighted
encouraged
excited
grateful
happy
hopeful
inspired
joyful
relieved
satisfied

PLAYFUL

alive
effervescent
energetic
exuberant
impish
invigorated
refreshed
stimulated
zestful

LOVING

affectionate
appreciative
compassionate
friendly
nurtured/nurturing
sensitive
tender
warm
sweet

MAD

aggravated
agitated
angry
annoyed
bitter
enraged
exasperated
frustrated
furious
hostile
irritated
miffed

TIRED

exhausted
fatigued
fidgety
indifferent
lethargic
listless
overwhelmed
weary

CONFUSED

apathetic
embarrassed
hesitant
perplexed
torn
troubled
uncomfortable
uneasy
withdrawn

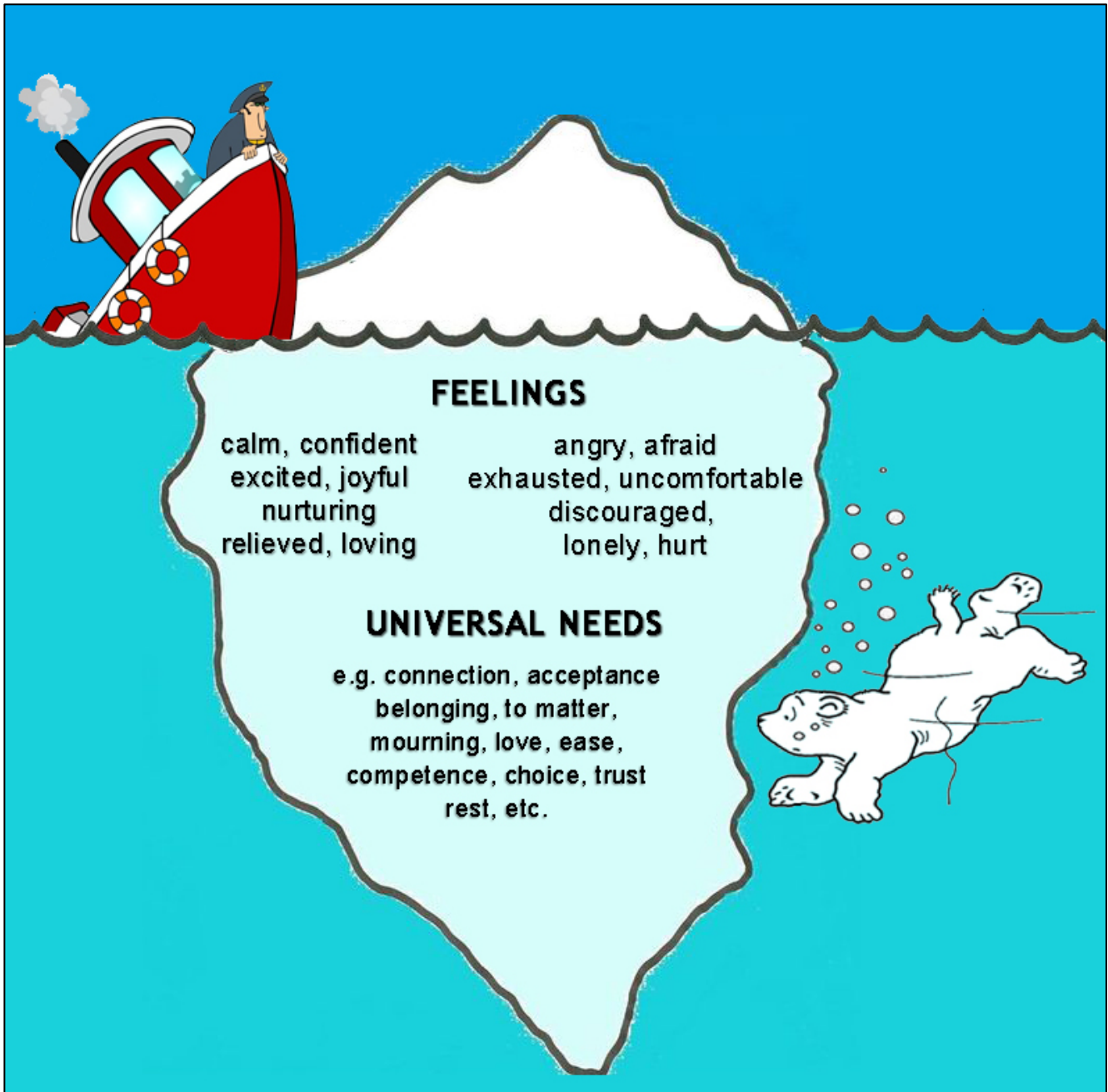
SCARED

afraid
anxious
fearful
horrified
jittery
nervous
panicky
shocked
startled
terrified
worried

SAD

despair
despondent
discouraged
distressed
gloomy
grief
heavy
hopeless
hurt
lonely
pessimistic
troubled
vulnerable

The Iceberg of Conflict



Sculpting Your Collaborative Conversations

Part I: What matters to me: Self-Empathy

O What are the exact words the other person said?

J

What judgments came to mind when you heard those words?

e.g. “She/he should/shouldn’t ...”

e.g. “She/he should have/shouldn’t have ...”



F

When you heard those words, what were you feeling emotionally?

What were you feeling physically?

N

When you heard those words, what were you longing for (needing)?



R

Is there a request you’d like to make of yourself?

e.g. “Would you be willing to...”

A Mini-Lesson in Compassionate Communication

aka Nonviolent Communication: NVC

Marshall Rosenberg, *Nonviolent Communication*

NVC is a communication process designed to improve compassionate communication in order that both parties are more likely to get what they want, *especially* under trying conditions, for reasons they will not regret later.

The intention is to give/speak from the heart.

The approach emphasizes **COMPASSION** as the motivation for action, rather than fear, guilt, shame, blame, coercion, threat or justification for punishment. It is about creating a quality of **CONNECTION** that gets everyone's needs met through compassionate giving.

By learning to identify our needs and express them powerfully, as well as understanding and being present to the needs of the other(s), we can stay connected to our authentic truth and create a life that is more fulfilling.

Let compassion motivate action.

In NVC our communication is empathic. **Empathy** in NVC identifies needs and feelings of self and other.

About **NEEDS**

- All needs are universal.
- We are always trying to get our needs met. *So is everyone else.*
- It is helpful to identify these needs for self and other(s).
- Win/Wyn - what I need, what you need
- Everyone's needs are precious.





What's this about Giraffes and Jackals?

- **Giraffe** - compassionate speaking - feelings and needs
 - **Jackal** - judgemental speaking - the jackal cares but speaks in unskillful ways
-
- All judgements are tragic expressions of unmet needs
 - Shift judgement to curiosity
 - When furious, get curious
 - When the feeling is strong, the pause is long
 - Faux feelings (really judgements)

A Compassionate Communication Formula

- My feelings are connected to *my needs*, and not the *behavior of others* - you don't *make me feel* anything; I do.
- Observation - what a camera would see and hear
- Feelings
- Needs
- Requests - of self or other(s) - Would you be willing to...?

Strategies

Requests are strategies to meet needs. Herein lies the rub: we often confuse strategies with needs. For example, "control" is not a need. It is a strategy for meeting such needs as: choice, contribution, purpose, cooperation, collaboration, etc.

So...

- *No wonder I/you feel... my/your need for ... isn't being met.*
- Connect (give empathy) before you dissect
- Connect before you expect
- Connect before you direct



Collaborative Conversation Process

The Language of Life

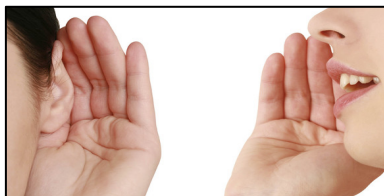
FOUR COMPONENTS (OFNR)

to apply when we express with honesty & listen with empathy

1. **Observations ... distinct from ... Evaluations, Judgments, Labels, Analysis**
Neutral statements of what you see or hear, objective facts without your own subjective filters. **What the camera sees and hears.**
2. **Feelings ... distinct from ... Perceptions, 'Victim Feelings'**
Pure emotions rather than what you think/perceive someone is doing TO you. "I feel " _____. NOT "I feel like/that..."
3. **Needs/Values ... distinct from ... Strategies, Blame, 'Should Thinking'**
Universal life energy, with no reference to specific people, actions, or things, precious, beautiful.
4. **Requests ... distinct from ... Demands (using fear, guilt, shame, reward)**
Present time, doable, concrete, specific, positive (a 'do want', not a 'don't want').
"Would you be willing to ...?" "No" IS an acceptable response.

Two types of requests:

- **Connection requests** for reflection of what you heard me say, and/or...
how you are feeling when you hear what I say.
- **Action/Solution requests** for strategies to meet everyone's needs.



Based on the work of Marshall Rosenberg, Ph.D.,
& The Centre for Nonviolent Communication; cnvc.org
From: Jean Morrison -nvcsantacruz.org/jean-morrison

Sculpting Your Collaborative Conversations

Part II: What matters to the other person: Empathic Listening

O What are the exact words the other person said?

J

What judgements would you guess led them to say those words?

e.g. "She/he should / shouldn't ..."

e.g. "She/he should have / shouldn't have ..."



F

When they said those words, what do you guess they were feeling?

"Were you feeling _____?"

N

When they said those words, what do you guess they were longing for (needing)?

"Were you longing for...?"

"Does _____ really matter to you?"

"Is _____ really important to you?"



R

What request do you think they might have of you?