

# How You Can Use the NVC Process

Clearly expressing  
how I am  
without blaming  
or criticizing

Empathically receiving  
how you are  
without hearing  
blame or criticism

## OBSERVATIONS

What I observe (*see, hear, remember, imagine, free from my evaluations*) that does or does not contribute to my well-being:  
"When I (*see, hear*)..."

1

What you observe (*see, hear, remember, imagine, free from my evaluations*) that does or does not contribute to your well-being:  
"When you *see/hear*)..."  
(Sometimes unspoken when offering empathy)

## FEELINGS

How I feel (*emotion or sensation rather than thought*) in relation to what I observe:  
"I *feel*..."

2

How you feel (*emotion or sensation rather than thought*) in relation to what you observe:  
"You *feel*..."

## NEEDS

What I need or value (*rather than a preference, or a specific action*) that causes my feelings:  
"...because I *need/value*..."

3

What you need or value (*rather than a preference, or a specific action*) that causes your feelings:  
"...because you *need/value*..."

Clearly requesting that  
which would enrich my  
life without demanding

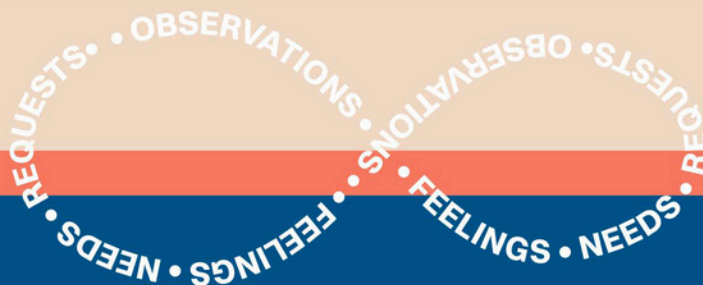
Empathically receiving that  
which would enrich *your* life  
without hearing any demand

## REQUESTS

The concrete actions I would like taken:  
"Would you be willing to ...?"

4

The concrete actions you would like taken:  
"Would you like ...?"  
(Sometimes unspoken when offering empathy)



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