

What is Compassionate Communication?

The purpose of Compassionate (Nonviolent) Communication is to create an honest, empathic connection while holding everyone's needs with care.

We do this primarily by maintaining an attitude of respect and compassion and also by using a communication model that includes the following:

- **Self-engagement**, to be compassionately aware of what I feel and want.
- **Honestly Expressing** how I am and what I request without blame or criticism.
- **Empathically Receiving** how another is and what he/she feels, needs and is requesting without hearing blame or criticism.

Whether expressing or receiving, Compassionate Communication focuses attention on four pieces of information:

Observations- Objectively describing what is going on without using evaluation, moralistic judgment, interpretation or diagnosis.

Feelings- Saying how I feel, not think, about what I have observed without assigning blame.

Needs- The universal values that are the source of feelings and the motivation for what we say and do, distinguishing them from specific strategies we might use to satisfy our needs.

Requests- Concrete, doable actions that can meet needs distinguishing them from demands to be right or to get my way at another's expense.

