

NONVIOLENT COMMUNICATION

Exercise 3: Emotions not connected to needs

Which of the following are statements where the speaker is acknowledging responsibility for his or her feelings (R) and which ones are not (N)?

R	N	Statement
		1. You irritate me when you leave company documents on the conference room floor.
		2. I feel angry when you say that, because I am wanting respect and I hear your words as an insult.
		3. I feel frustrated when you come home late.
		4. I'm sad that you won't be coming for dinner because I was hoping we could spend the evening together.
		5. I feel disappointed because you said you would do it and you didn't.
		6. I'm discouraged because I would have liked to have progressed further in my work by now.
		7. Little things people say sometimes hurt me.
		8. I feel happy that you received that award.
		9. I feel scared when you raise your voice.
		10. I am grateful that you offered me a ride because I was needing to get home before my children arrive.



Answers:

R	N	Statement
	x	1. You irritate me when you leave company documents on the conference room floor.
x		2. I feel angry when you say that, because I am wanting respect and I hear your words as an insult.
	x	3. I feel frustrated when you come home late.
x		4. I'm sad that you won't be coming for dinner because I was hoping we could spend the evening together.
	x	5. I feel disappointed because you said you would do it and you didn't.
x		6. I'm discouraged because I would have liked to have progressed further in my work by now.
	x	7. Little things people say sometimes hurt me.
	x	8. I feel happy that you received that award.
	x	9. I feel scared when you raise your voice.
x		10. I am grateful that you offered me a ride because I was needing to get home before my children arrive.

Explanation:

1. This statement implies that the other person's behavior is responsible for the speaker's feelings without revealing the needs or thoughts that contribute to them as well. To do so, the speaker might have said: "I'm irritated when you leave company documents on the conference room floor because I want our documents to be safe."
2. In this statement, the speaker is acknowledging responsibility for his or her feelings.
3. To express the needs or thoughts underlying his or her feelings, the speaker might have said: "I feel frustrated when you come home late because I was hoping we'd be able to cook a nice meal together."
4. In this statement, the speaker is acknowledging responsibility for his or her feelings.
5. To express the needs or thoughts underlying his or her feelings, the speaker might have said: "when you said you'd do it and then didn't, I felt disappointed because I want to be able to rely on your words."
6. In this statement, the speaker is acknowledging responsibility for his or her feelings.
7. To express the needs or thoughts underlying his or her feelings, the speaker might have said: "Sometimes when people say little things, I feel hurt because I want to be appreciated, not criticized."
8. To express the needs or thoughts underlying his or her feelings, the speaker might have said: "When you received that award, I felt happy because I was hoping you'd be recognized for all the work you've put into the project."



9. To express the needs or thoughts underlying his or her feelings, the speaker might have said: “when you raise your voice, I feel scared because I'm telling myself someone might get hurt here, and I need to know that we're all safe.”
10. In this statement, the speaker is acknowledging responsibility for his or her feelings.

