

PEARLS OF COMPASSIONATE COMMUNICATION

ALL BEHAVIOR *is an*
ATTEMPT *to meet* NEEDS
Including the Need to Give

The GOAL is to
CONNECT!
- Not to "be nice!"
- Not to get your way!

What's the NEED
behind the NO?

NEEDS
don't conflict
STRATEGIES
conflict

COMPASSION
≠
AGREEMENT
with
Strategies

TRANSPARENCY
=
VULNERABILITY
Be brave!

THERE IS
NO
WIN-LOSE
~
ONLY
WIN-WIN or
LOSE-LOSE

O-F-N-R
OBSERVATIONS
FEELINGS
NEEDS
REQUESTS

LIVING
~~REACTIVELY~~
CONSCIOUSLY

EMPATHY
before
EDUCATION

DON'T
"SHOULD"
ON YOURSELF
OR ANYONE ELSE

CHOOSE
COMPASSION

TAKING RESPONSIBILITY FOR YOUR REACTIVITY
(IN THE MOMENT OR LATER)
IS WHAT HELPS MOST