

Communication Framework to Drive Alignment and Results (Communicate FAR)

This is a framework for both expressing yourself and understanding the feelings and needs of others Based on the work of Marshall Rosenberg.

Observations: The concrete actions we *observe* that affect us.

When I see you do

No judgement, just observable behaviors without assuming you know intent or evaluating.

Feelings: How we *feel* in relation to what we observe

I feel

My feelings are the focus, not interpreting them. Allowing ourselves to be vulnerable by expressing our feelings can help resolve conflicts.

Common negative feelings are: mad, sad, tired, scared, confused (vs, peaceful, loving, glad, playful interested) (See page 2)

Needs: The *needs*, values, desires, etc. that create our feelings

Because I'm needing... Because I'm wanting... Because I would like... Because I value...

Why do I feel that way? Because of an unmet need.

Categories of human needs: self-awareness, authenticity, transparency, significance, autonomy, celebration, integrity, solidarity, interdependence, play, physical needs, (See page 3)

Judgments, criticisms, diagnoses, and interpretations of others are all alienated expressions of our own needs and values. What others say and do may be the stimulus for, but is not the cause of, our feelings.

When someone communicates negatively with us, we have 4 options: 1) blame ourselves, 2) blame others, 3) sense our own feelings and needs, 4) sense the feelings and needs hidden in the other person's negative message.

Requests: The concrete actions we *request* in order to enrich our lives

Would you be willing to...

This is a positive ask using action language. The clearer we are about what we want, the more

likely it is that we'll get it.

Empathetic Communication in Action: When I see you read the newspaper when I am talking, I feel frustrated because I am wanting to be heard. Would you be willing to close

the newspaper for 5 minutes and hear my idea?

Communicate FAR: Feelings Inventory

When Needs are Being Fulfilled

We are likely to feel...

GLAD, happy, excited, hopeful, joyful, satisfied, delighted, encouraged, grateful, confident, inspired, relieved, touched, proud, elated, exuberant, optimistic

PEACEFUL, tranquil, calm, content, engrossed, absorbed, expansive, serene, loving, blissful, satisfied, relaxed, composed, blissful, clear

LOVING, warm, affectionate, tender, friendly, sensitive, grateful, compassionate, nurtured, amorous, trusting

PLAYFUL, energetic, effervescent, invigorated, zestful, refreshed, stimulated, alive, eager, exuberant, giddy, adventurous, enthusiastic

RESTED, relaxed, alert, refreshed, alive, energized, rejuvenated, strong, invigorated,

THANKFUL, grateful, appreciative

When Needs are Not Being Fulfilled

We are likely to feel...

SAD, lonely, heavy, helpless, gloomy, grief, overwhelmed, distant, despondent, dismayed, discouraged, distressed, disheartened

SCARED, afraid, fearful, terrified, startled, nervous, panicky, jittery, horrified, anxious, anguished, lonely, skeptical, suspicious

MAD, angry, aggravated, exasperated, agitated, furious, enraged, infuriated, hostile, bitter, pessimistic, resentful, disgusted, annoyed, disappointed

CONFUSED, frustrated, perplexed, hesitant, troubled, torn, embarrassed, uneasy, worried, bewildered, concerned

TIRED, exhausted, fatigued, lethargic, indifferent, listless, weary, overwhelmed, fidgety, helpless, heavy, sleepy, withdrawn, apathetic

UNCOMFORTABLE, pained, uneasy, hurt, miserable, embarrassed

Communicate FAR: Needs/Values Inventory

Universal human needs are common to all of us. We can distinguish fundamental needs from specific (time-place-person-action) wants and desires which reflect strategies to fulfill these needs. The distinction of “needs” vs. “strategies” is important in this framework.

CONNECTION

affection, warmth
closeness, touch
companionship
kindness
intimacy
nurturing
respect/honor

EMPATHY

acceptance
acknowledgement
communication
consideration
be heard
be known
listening
respect
equality
recognition
be seen

COMMUNITY

cooperation
fellowship
generosity
inclusion
interdependence
harmony
hospitality
reciprocity
partnership
support

solidarity
trust
dependability
openness
transparency

SELF-EXPRESSION

choice
clarity
consistency
continuity
dignity
freedom
honesty
independence
integrity
empowerment
self-responsibility

CREATIVITY

adventure
discovery
initiative
innovation
inspiration
passion
spontaneity

MEANING

aliveness
gratitude
achievement
celebration

challenge

effectiveness
exploration
excellence
growth
learning
participation
purpose
mastery

WELL-BEING

exercise
nourishment
rest, sleep
shelter

SAFETY

comfort
familiarity
order, stability
peace of mind
predictability
trust

RECREATION/FUN

balance
ease
equanimity
humor
rejuvenation
space
wholeness
wonder

INDIVIDUAL EXERCISE – (5 min)

A. Uncensored Message. Think of someone who makes life less than wonderful (challenging, conflictual) for you and write here what you would like to tell him/her. (Uncensored)

B. Alternate Message using Communicate FAR Framework

- 1) Write down what the person says or does (**Observation**)

- 2) Write how you feel when the person speaks or acts in the way described. (**Feeling**)

- 3) Write your need in relation to how the person speaks or acts (**Need**)

- 4) Imagine you are talking directly to the person and express a request the form “I would like you to” (**Request**)

- 5) **Now put it all together** using this form: when I see/hear.....I feel because I need..... Would you be willing to.....?

BREAK OUT GROUP INSTRUCTIONS (Estimate: 20 minutes)

- You have been randomly assigned to a break-out group.
- Please introduce yourselves.
- Take turns sharing your personal love letter (#5 above) and discussing them
- Guide questions:
 - What difficult conversations are you having right now?
 - What worked about the framework/what didn't?
 - Could you imagine using it in “real life”?