

Marshall Rosenberg's Nonviolent Communication – 40 Keys

Key Differentiations

1. "Being Giraffe" vs. "doing Giraffe"
2. Giraffe honesty vs. Jackal honesty
3. Empathy vs. sympathy and other forms of response (fixing, reassuring, storytelling, etc.)
4. Protective vs. punitive use of force
5. Power with vs. power over
6. Appreciation vs. approval, compliments or praise
7. Choice vs. submission or rebellion
8. Observation vs. observation mixed with evaluation
9. Feeling vs. feeling mixed with thoughts
10. Need vs. request
11. Request vs. demand
12. Stimulus vs. cause
13. Value judgment vs. moralistic judgment
14. Natural vs. habitual
15. Interdependence vs. dependence or independence
16. Life-connected vs. life-alienated
17. Shift vs. compromise
18. Persisting vs. demanding
19. Self-discipline vs. obedience
20. Respect for authority vs. fear of authority
21. Vulnerability vs. weakness
22. Love as a need vs. love as a feeling
23. Self-empathy vs. acting out, repressing, or wallowing in feelings
24. Idiomatic vs. classical (formal) Giraffe
25. Guessing vs. knowing
26. Empathic sensing vs. intellectual guessing

NVC model: parts and components

27. The NVC Model: expressing honestly and receiving empathically, the four components (purpose and characteristics of each), the Giraffe Dance
28. The four ears (four choices we have when hearing a difficult-to-receive message)
29. Three kinds of Giraffe requests

NVC processes

30. Hearing another's anger (blame, criticism)
31. Expressing "no"
32. Hearing "no"
33. Self-empathy when (a) stimulus is external and (b) stimulus is internal
34. Mourning and learning from our regrets
35. Screaming in Giraffe
36. Interrupting
37. Expressing gratitude
38. Receiving gratitude
39. Making conscious choices with awareness of needs
40. Expressing an "apology"

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