Empathy Compassion Emotional Intelligence

Keys to a Deeply Connected Life

Christopher G. Miller

Nonviolent COMMUNICATION

2nd Edition

A Language of Life

"This is one of the most useful books you'll ever read."
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MAN'S SEARCH FOR MEANING

VIKTOR E. FRANKL

WITH A NEW FOREWORD BY
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Emotional Intelligence

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Make the Leap...
and Others Don't

GOOD TO
GREAT

JIM COLLINS
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BUILT TO LAST

In Relationships

How does one
take of care
of themselves
without burning out?

Quality Self-Care Practices are key to sustaining a life of giving to others

What quality is more important for creating an Extraordinary Life:

Happiness
or
Meaning

From observing many people in the concentration camps, I've concluded that the difference between those who lived and those who died came down to one thing:

Meaning

Viktor Frankl

Research has shown that having purpose and meaning in life increases overall well-being and life satisfaction, improves mental and physical health, enhances resiliency, enhances self-esteem, and decreases the chances of depression.

Pew Research

It is the very pursuit of happiness that thwarts happiness."

Viktor Franklin

For no matter what we achieve, if we don't spend the vast majority of our time with people we love and respect, we cannot possibly have a great life.

If we spend our time with people we love and respect, people we really enjoy, then we will almost certainly have a great life.

Jim Collins

We need empathy to:

Collaborate
Successfully
Solve Problems
Drive Change
Align Interests
Make Good
Decisions
Lead Effectively

Illustration: Fernando Volken Togni @ YCN

Empathy is more Effective than Pain Medication

- https://www.youtube.com/watch?v=bqbUQuIGbOU

Observation without evaluation is the highest form of intelligence.

Jiddu Krishnamurti

Exercise 1 - Getting beyond judgment

Observation -(An NVC Observation) – What we see or hear without any evaluation

Judgment – Thinking that implies someone should or should not have behaved in a certain way –
                i.e. was wrong in some way or another.

Directions: Take turns reading the statements. Imagine the speaker is angry. After each statement is made, make a choice -
                OBSERVATION   or   JUDGMENT
Discuss your choices and move on when in agreement.

1.   She was looking at me and said, "Some people are just idiots!"

Emotions

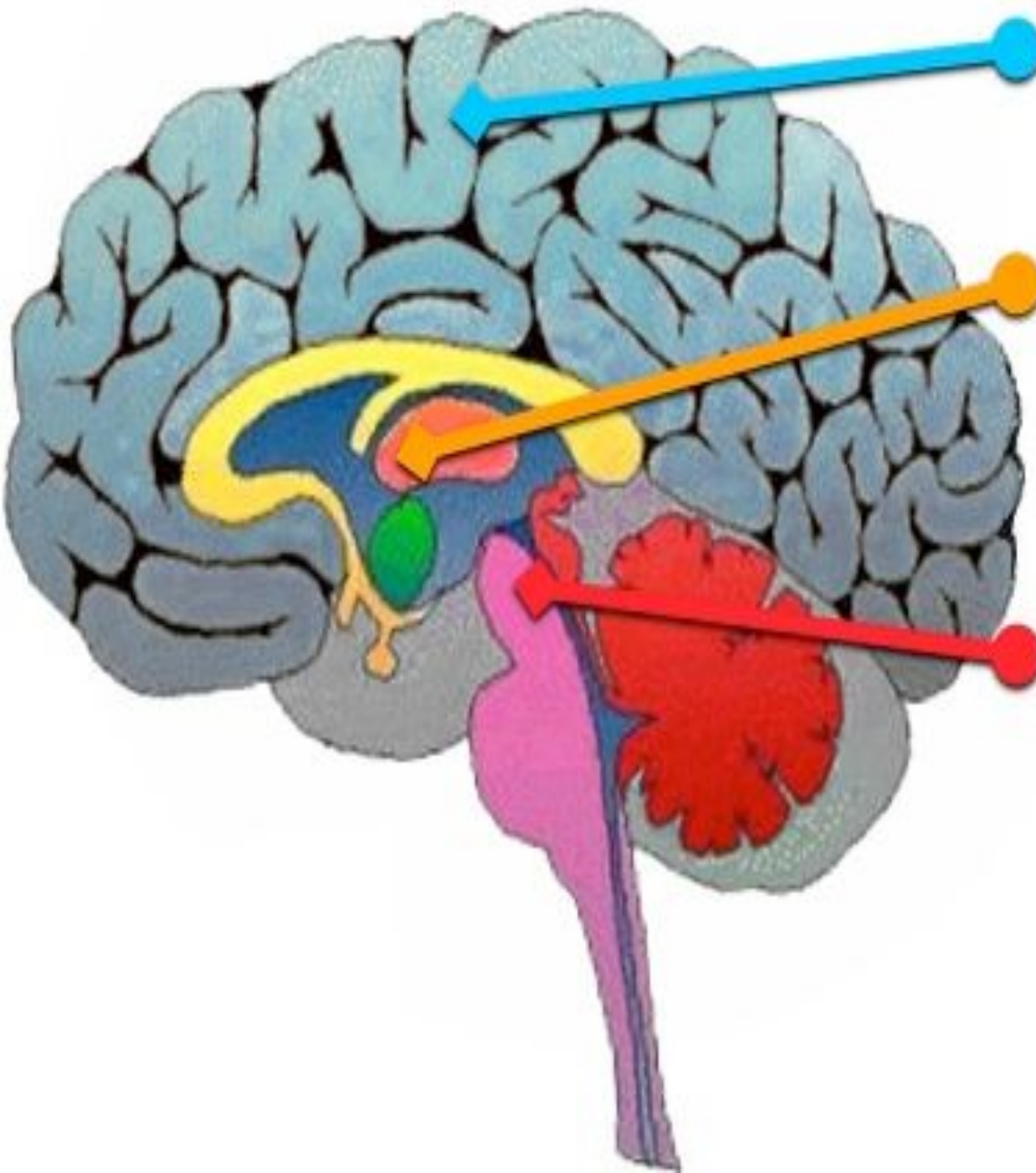|			
happy	sad	angry	excited
afraid	shy	guilty	tired
jealous	loved	hopeful	bored
proud	sorry	embarrassed	surprised

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Neocortex:
Rational or Thinking Brain

Limbic Brain:
Emotional or Feeling Brain

Reptilian Brain:
Instinctual or Dinosaur Brain

Exercise 2 -   The purpose of Feelings – Pointing us to Needs
Lunch date Exercise – **Using the Feelings & Needs List**

Situation (Observation)	My Thoughts	My Feelings	My Needs
I left Bob a voicemail last night and sent two texts This morning	He's Angry	Afraid / Concerned	Connection
_____	1.		
2:00 PM – No Response Bob From Bob , No messages			
	2.		
	3.		
	4.		
	5.		

Exercise 2 - The purpose of Feelings – Pointing us to Needs
Lunch date Exercise – Using the Feelings & Needs List

Situation (Observation)	My Thoughts	My Feelings	My Needs
Bob said "12pm lunch Is ok at Tobey's Grill	*He's Rude*	*Irritated / Annoyed*	*Consideration*
_____			
12:25 PM – No Bob No messages	1. He' disrespecting me Hurt		Respect
	2. Is he OK?	Worry/Fear	Safety
	3. He's a pain.	Relieved	Peace
	4. I can relax.	Happy	Fun
	5. I hope he likes my idea Competence	Nervous	To Matter

Needs

(What fills & sustains.)

FILL ME UP

CONNECTION

PHYSICAL WELL-BEING

HONESTY

PLAY

PEACE

AUTONOMY

MEANING

New Insight

Requests

- NVC requests are clear, specific, expressed in positive-action language (**do** this, **not** avoid that), and present (in this moment one can only **agree** to do something in the future).

- Requests are for action from free choice, **not demands** involving punishment, reward, coercion, or obligation.

Example requests for:

- Reflection – "Would you tell me what you heard me say?"
- Response – "How do you fee hearing what I said?"
- Solution – "Would you be wiling to ...(strategy)?"

Components of Empathy

- PROVIDE THE SPEAKER WITH YOUR UNDIVIDED ATTENTION - PRESENCE

- BE NON-JUDGMENTAL.

- READ THE SPEAKER. OBSERVE THE EMOTIONS BEHIND THE WORDS.

- FOCUS ON REFLECTING BACK WHAT THE PERSON SAYS USING THEIR FEELINGS AND NEEDS UNTIL YOU SEE A PHYSICAL SHIFT

Exercise 3:   What stops Empathy?

Fix it: "What will help is…."
Advise: "I think you should….."
Being Right - Correcting: "That's not how it was……"
Taking the Blame: "Sorry, I wish…
Interrogate: "How did it happen?"
Explain: "She said that because…"
Shut Down: "Don't worry about it."
Sympathize: "You poor thing. I feel awful for you."
Evaluate: "If you hadn't been so rude…"
Console: "It wasn't your fault"
One Up: "You should hear what happened to….
Educate: "You can learn from this…"

Build trust with those who can help you create a reflection / feedback system. Remember, any successful feedback system is built on empathy and the idea that we're all in this together.

Ed Catmull

Empathy in Action

Feelings List: When _Needs_ are met & unmet

AFFECTIONATE
compassionate
fond
loving
openhearted
tender
warm

SELF-CONNECTED
centered
open
relaxed

INSPIRED
amazed
awed
enthused
moved
stirred
wonder

ENGAGED
absorbed
curious
engrossed
enchanted
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

REFRESHED
enlivened
recharged
rejuvenated
renewed
rested
restored
revived

GRATEFUL
appreciative
moved
thankful
touched

EXCITED
amazed
animated
ardent
aroused
dazzled
eager
energetic
enthusiastic
giddy
invigorated
lively
passionate
surprised
vibrant

JOYFUL
amused
delighted
glad
happy
jubilant
merry
pleased
tickled
overjoyed

EXHILARATED
blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled
electrified
euphoric
overjoyed

PEACEFUL
calm
comfortable
centered
content
equanimity
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil

HOPEFUL
expectant
excited
jazzed
optimistic
up

AFRAID
apprehensive
dread
fearful
foreboding
frightened
mistrustful
panicked
petrified
scared
terrified
wary
worried

ANNOYED
aggravated
bothered
disgruntled
displeased
exasperated
frustrated
irritated
irked
miffed
nettled
peeved

ANGER
angry
enraged
furious
incensed
irate
livid
outraged
resentful

CONFUSED
ambivalent
baffled
bewildered
dazed
lost
mixed
mystified
perplexed
puzzled
torn

DISQUIET
agitated
alarmed
concerned
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED
ashamed
chagrined
flustered
mortified
self-conscious

FATIGUE
beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
wiped out
worn out

AVERSION
animosity
appalled
contempt
disgust
dislike
hate
horrified
hostile
repulsion

TENSE
anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE
fragile
guarded
helpless
insecure
leery
reserved
shaky

PAIN
agony
anguished
bereaved
devastated
grief
heartbroken
hurting
lonely
miserable
regretful
remorseful

SAD
depressed
dejected
despairing
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless
melancholy
miserable
unhappy

DISCONNECTED
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
withdrawn

YEARNING
envious
jealous
longing
nostalgic
pining
wistful

Increasing Awareness of *Needs*

CONNECTION
Acceptance
Affection
Appreciation
Authenticity
Belonging
Care
Closeness
Communication
Communion
Community
Companionship
Compassion
Consideration
Cooperation
Empathy
Friendship
Inclusion
Inspiration
Intimacy
Love
Mutuality
Nurturing
Partnership
Presence
Respect/Self-respect
Security
Self-Acceptance
Self-Care
Self-Connection
Shared Reality
Stability
Support
To know and be known
To see and be seen
Trust
Understanding
Warmth

PLAY
Adventure
Excitement
Fun
Humor
Joy
Relaxation
Stimulation

PEACE
Acceptance
Balance
Beauty
Communion
Ease
Equanimity
Faith
Harmony
Hope
Order
Peace-of-mind
Space

PHYSICAL WELL-BEING
Air
Care / Self Care
Food
Movement/exercise
Rest/sleep
Safety (protection from harm)
Sexual expression
Shelter
Touch
Water

MEANING
Awareness
Celebration
Challenge
Clarity
Competence
Consciousness
Contribution
Creativity
Discovery
Efficacy
Effectiveness
Growth
Integration
Learning
Mourning
Movement
Participation
Presence
Progress
Purpose
Self-expression
Stimulation
To Matter
Understanding

AUTONOMY
Choice
Dignity
Freedom
Independence
Self-Expression
Space
Spontaneity

Exercise 1/4 – The Empathy Process: Partner Exercise

- There is one talker and one listener

- Pause & breathe. The listener seeks to be fully present and a witness to your partner's experience.

- If you use words – reflect back the feelings and needs you hear.

- Stay with the person fully until you see or feel a body change, relaxation or release

Exercise 6

Self Empathy:

- Take a piece of paper fold it into 4 parts
- Think of a difficult time that you experienced and write your observation in the first fold
- In the second fold, write down your judgments – go ahead and vent!
- In the third fold, write down your feelings.
- In the fourth fold, write down your needs
- On the back of the paper, write down requests you might have for yourself or others