

Instructions for Producing Empathy Mill Cards

SUPPLIES NEEDED FOR 100 EMPATHY MILL CARDS

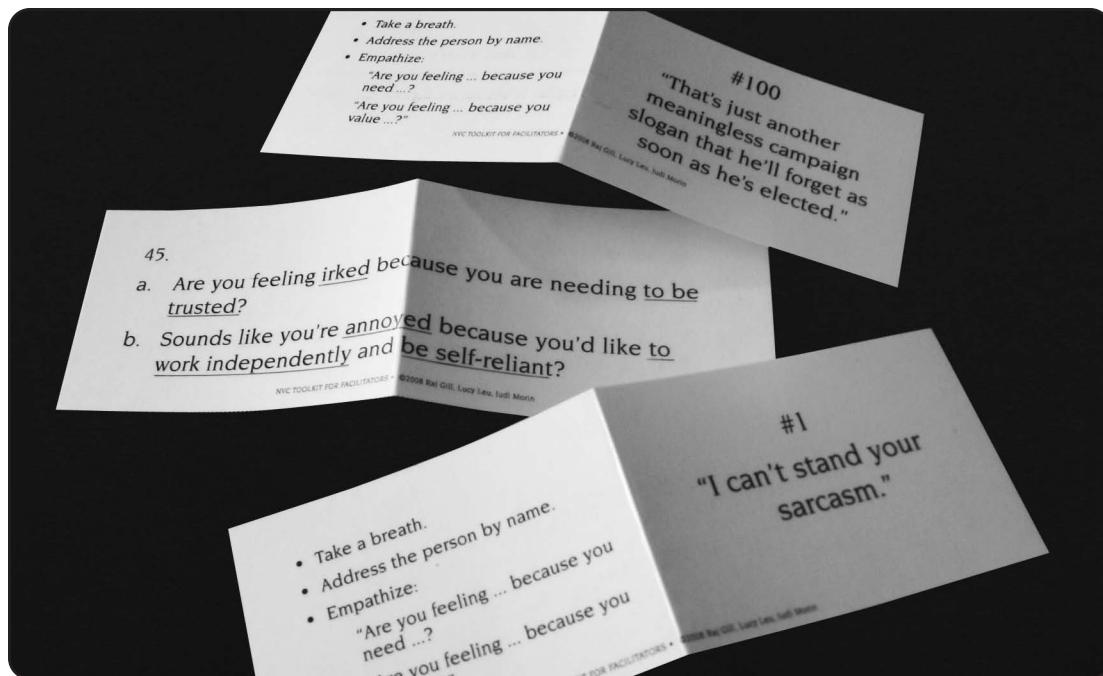
A hundred cards serve up to 100 participants.

1. 8 1/2" x 11" paper, 25 sheets (bright yellow, if desired)
2. Photocopier
3. Laminator and twenty-five 8 1/2" x 11" laminating sheets
4. Paper cutter
5. Basket or bowl to hold Empathy Mill cards during activity
6. Zip lock bag for storage

DESCRIPTION OF A COMPLETED EMPATHY MILL CARD

A laminated folded card with three parts:

- Front: statement
- Back: instructions for responding
- Inside: possible responses



Empathy Mill Cards

SPECIFIC LEARNING AID 11.5 — Instructions for Producing Empathy Mill Cards

STEP-BY-STEP INSTRUCTIONS FOR PRODUCING 100 EMPATHY MILL CARDS

1. Photocopy Templates 11.5–1 to 11.5–25, one template per sheet
2. On the back side of these sheets, photocopy Templates 11.5–26 to 11.5–50 so that the numbers on the front side correspond with those on the back side.
3. Laminate the 25 sheets.
4. Cut each sheet along the guidelines to produce four Empathy Mill cards.
5. Fold all cards in half.
6. Store in zip lock bag.

TEMPLATES PROVIDED

- Templates 11.5–1 to 11.5–25 (front and back of cards)
- Template 11.5–26 to 11.5–50 (inside of cards)

- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#1

“I can’t stand your sarcasm.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#2

“This is the third time you’re asking to take off sick. If all my workers did that, I’d be in big trouble.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#3

“Quit being so wishy-washy. Can’t you just make a decision?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#4

“You never call me. I’m always the one to call you.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#5

“I can’t stand all these e-mails. I must have gotten 50 forwarded messages from you in three days.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#6

“I wish you wouldn’t just waste your life away.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#7

“I just don’t think I’ll ever be able to learn this stuff and say it right.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#8

“Nobody ever bothers to stop and help clean up around here.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#9

**“You promised
you’d show up,
and you didn’t!”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#10

**“Ever since that NVC workshop,
all you ever think about is
your needs, what you want,
what you would like....”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#11

**“Come on, don’t be stupid!
Do you really think he
cares about you? He’s
just manipulating you.”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#12

**“You bet I’m in favor of any
law that helps to put and
keep criminals where they
belong — behind bars!”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#13

“The supervisor is a pain — the type that throws their weight around, and makes sure you know who's boss.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#14

“I know you have good intentions but I feel like you are constantly bossing me around.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#15

“So what's wrong with gold and purple hair, Dad? It's sure as hell less boring than your gray!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#16

“I'm not going back to that group. They're real aloof — nobody even says hi when you show up.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#17

“It’s not what you did.
 It’s the fact that you lied
 about what you did!”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#18

“Quit trying to
 psychoanalyze me!”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#19

“This is the third time you’ve
 been late for this meeting.
 You act like we are on your
 schedule or something.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#20

“The Olympics are rigged.
 A small country without
 money doesn’t stand
 a chance.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#21

“Every time I see you at the office you’re on the internet. How do you ever get any work done?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#22

**“This is not a hotel.
There is no room service.
And I am not the maid.”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#23

“I don’t want to talk about this now.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#24

“Why are you dropping out of school? That is such a dumb thing to do!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#25

“Whenever I tell you what’s bothering me, you’re always trying to fix me. Won’t you just listen to me? Please?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#26

“I hate it that people are always gossiping around here.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#27

“I tell you, I’m getting nowhere with these workshops. I’m still the same old person I was before I started.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#28

“I can’t believe it! I bought this can opener from this store yesterday and it already broke.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#29

“Ann is horrible to work with. One minute she’s nice and the next minute she verbally attacks you without any warning!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#30

“I’m just taken for granted around here. I do all this work, and don’t even get a thank you.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#31

“How come everyone got an extra serving except me?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#32

“You are so jealous of my success; you were even hoping I’d fail.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#33

“I used to steal money, lie to my mom, and get my brother in trouble. I was a really bad kid.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#34

“I can’t stand these workshops. People are yacking away and the teacher does nothing.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#35

“Let’s outlaw all these damned SUVs!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#36

“Don’t blame me; you’re the one that doesn’t know enough NVC to be teaching it!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#37

“Just leave me alone.
I'll figure this out
on my own.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#38

“My sister said she'd lend
me the money, but who
knows if she's going to
come through.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#39

“There's a lot of
backbiting in this
community.
Don't you notice?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#40

“Don't tell me you've signed
up for another one of those
10-day retreats! I feel like I
have to make an appointment
just to see you these days.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#41

“I lied to my mom that it was my brother who broke the lamp and now he’s being punished. I hate myself.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#42

“All I hear all day at work is what’s wrong with this, what’s wrong with that. Now that I’m home, I don’t want to hear a single complaint from anyone!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#43

“Beauty contests for six-year-olds? That is sick!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#44

“You protesters talk about peace while our soldiers are putting their lives on the line. What are you willing to sacrifice for your people?”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#45

“You don’t need to follow
me around the office.
I’m perfectly capable of
working on my own.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#46

“If you want to drop
out of school, go ahead.
I don’t give a damn
anymore!”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#47

“I’m getting nowhere with
this meditation practice.
I just keep falling
asleep....”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#48

“I’m such a failure. Every time
I get a new house plant,
it dies within a month.
Look at this poor thing....”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
- Empathize:
“Are you feeling ... because you value ...?”

#49

“Mom, you never let
me do anything!”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
- Empathize:
“Are you feeling ... because you value ...?”

50

“Yours is the only house
on the block that
doesn’t fly a national flag.
Do you even own one?”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
- Empathize:
“Are you feeling ... because you value ...?”

#51

“What’s wrong with eating
meat? God put animals
on the earth and gave us
dominion over them.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
- Empathize:
“Are you feeling ... because you value ...?”

#52

“I will not invite your family
for another Thanksgiving
dinner where your brother
gets drunk and starts fighting
with everyone!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#53

“I don’t care if he is a Zen master. The man is totally insensitive.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#54

“You are driving like a maniac!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#55

“This teacher is such a Babylonian—
you know,
babble-on-and-on....”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#56

“Oh, (sigh), I really should be nicer to those telephone solicitors. I get so mean with people like that!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#57

**“Nobody ever wants
my help around
here!”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#58

**“We both work so much,
and never have time for
each other, so what’s the
point of going on together?”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#59

**“You want to know where
the romance went? Well,
I’ll tell you—just look
at how you’re dressed!”**

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#60

**“Uh, yes, we do have a room for
rent, but ... um...it’s our private
home and we want someone who...
er...fits in with, you know,
our...our... lifestyle....”**

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#61

“Listen, kid, if every 18-year-old in the country got a car, where do you think we'd be?”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#62

“I can't stand waiting till Monday to hear from the doctor about the diagnosis.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#63

“You just live in an idealist dream world! This is war! People die in war, and that's the price we have to pay.”

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- Take a breath.
- Address the person by name.
- Empathize:
“Are you feeling ... because you need ...?”
“Are you feeling ... because you value ...?”

#64

“How did they get away with plopping that revolting piece of architecture right smack in the middle of our city?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#65

“This little playground used to be so nice, but since that new family moved in, it’s gotten so trashy.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#66

“We have to relocate again? We just moved here a year ago, and the kids have finally made some good friends.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#67

“After all those psych courses you took, you’d think you’d know what I am going through. But you don’t have a clue, do you?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#68

“I know you’ll think I’m a racist, but I have proof that this country’s high unemployment rate is caused by immigrants.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#69

“I don’t think I’ll ever meet someone who is attractive, shares my interests, and is willing to commit to a relationship.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#70

“There seems to be no end to it! First it was my dad’s heart attack, then my husband’s pneumonia, and now the twins are home with the flu. I haven’t had a moment to breathe!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#71

“Mad Cow disease, hormones in chicken, mercury in fish; the fruit’s been sprayed, avoid sugar...Do you want me to starve?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#72

“Stop whining about walking to school because the car broke down. When I was your age, we walked three miles every day to and from school.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#73

“You’re a Buddhist? Hey, I’ve seen you at McDonald’s downing those cowburgers. What’s up with that?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#74

“You’re committed to practicing NVC, but I hear you offering unsolicited advice whenever someone has a problem. That’s not NVC, is it?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#75

“These...uh...people from minority groups. First they tell me to treat them like individuals. Then when I do, they tell me I’m ignoring their ethnic background.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#76

“Why vote? What’s the point? All those politicians are bought by the corporations.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#77

“Why do you always buy more food than three families could eat? You said you were just going to the market to pick up a bottle of fish sauce!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#78

“Hey, don’t criticize competition. We need competition to keep the idiots out of this workplace.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#79

“What? Another four hundred pages of this stupid math homework?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#80

“Look at this! We’re here 45 minutes early. Why did you have to rush me?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#81

“I’ve had it with all this group process. It’s a waste of time.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#82

“I’m sick of doing all the work on this team. I wish you’d follow through with what you say you’ll do.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#83

“Don’t! She’ll never learn how to tie her own shoes if you keep doing it for her like that!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#84

“You never join the team when we do a project. You are always wanting to do things on your own.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#85

“I hate having to attend this meeting every week”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#86

“You always listen to her, but nobody here cares what I think.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#87

“The only healthy food they know how to cook here is this bland, tasteless mush.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#88

“It seems that I am constantly the one picking up after you. Does it seem that way to you?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#89

“I can’t stand him.
He thinks he’s just
perfect.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#90

“I am so bad at writing
and it takes me so long.
I just can’t stand it!”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#91

“Look at this traffic jam! I
wish we could send all
these out-of-towners back
to where they came from.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?”

“Are you feeling ... because you value ...?”

#92

“Mothers have children
over there dying in that
war! Have you thought
of that?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#93

“Stop telling me what ‘WE’ will be doing on Saturday. I don’t want to be part of your Ken & Barbie doll fantasy.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#94

“Get off your politically correct soapbox for a minute. What’s wrong with men opening doors for women?

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#95

“Those greedy developers are destroying our neighborhood. None of us who grew up here can possibly afford these townhouses.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#96

“Bills, bills, bills. I keep going further into the hole.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#97

“What makes you think you can help me sort out my finances when you can’t even manage your own?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#98

“Why do I even bother cleaning up this place? No one even notices the work I do.”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#99

“I hate it when homeless people ask me for money. Why don’t they just get jobs like the rest of us?”

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- Take a breath.
- Address the person by name.
- Empathize:

“Are you feeling ... because you need ...?

“Are you feeling ... because you value ...?”

#100

“That’s just another meaningless campaign slogan that he’ll forget as soon as he’s elected.”

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1.
 - a. Are you feeling discouraged because you value genuine connection?
 - b. Are you frustrated and wanting to be understood?

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2.
 - a. Are you feeling anxious because you have a need for reliability?
 - b. Am I hearing right that you're worried and wish you could count on more support?

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3.
 - a. Are you feeling agitated because you value effectiveness in decision-making?
 - b. Yes, I'm guessing you would really enjoy effective decision-making and it is irritating when that is not happening? Is this true?

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4.
 - a. Are you feeling lonely because you are needing connection?
 - b. Are you disappointed and need to know that our friendship matters? (*Universal need: I matter. I count.*)

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5.

- a. Are you feeling frazzled because you need more balance in your life?
- b. Sounds like you're overwhelmed and could use a bit more ease?

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6.

- a. Are you feeling concerned because you value purpose and direction?
- b. Sounds like you're disappointed and want to see people living life fully?

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7.

- a. Are you feeling discouraged because you need to trust your ability to learn this?
- b. Are you disheartened because you need some reassurance that you'll be able to master this? (*universal needs: trust, competence, mastery, growth and learning*)

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8.

- a. Are you feeling disappointed because you value cooperation?
- b. Are you vexed and would like to see more of us contributing to keep this space clean?

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9.

- a. Are you feeling disappointed because you need reliability?
- b. Are you dismayed and wanting to be able to count on what you hear me say?

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10.

- a. Are you feeling exasperated because you value consideration for everyone's needs?
- b. Sounds like you're kind of agitated and want to know that this training will actually help us connect better rather than the opposite? (*universal needs: contribution, connection*)

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11.

- a. Are you feeling guarded because you value people protecting themselves? (*universal need: safety from harm*)
- b. Are you concerned because you want me to be safe?

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12.

- a. Are you feeling alarmed because you need safety for our community?
- b. Sounds like you feel determined to do everything possible to protect people from getting hurt?

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13.

- a. Are you feeling irritated because you value respect?
- b. Sounds to me like you're kind of vexed and would appreciate more consideration for the employees?

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14.

- a. Are you feeling resentful because you have a need for autonomy?
- b. Sounds like you may be feeling conflicted? Like you both appreciate my support, but also want more space to make your own decisions? (*universal needs: appreciation, support, space, choice*)

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15.

- a. Are you feeling irritated because you value self-expression?
- b. Sounds like you're peevved and would like more respect for the choices your generation is making? (*universal needs: respect for choices, autonomy*)

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16.

- a. Are you feeling disappointed because you value warmth and inclusion?
- b. Sounds like you're discouraged and have some need for acceptance and community?

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17.

- a. Are you feeling distressed because you value honesty?
- b. Are you troubled because you need to trust you're being told the truth?

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18.

- a. Are you feeling annoyed because you value respect?
- b. Are you leery and wanting to make sure you're being seen for who you are?

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19.

- a. Are you perturbed because you value reliability?
- b. Sounds like you're frustrated and want to make sure that we take each other into consideration.

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20.

- a. Are you feeling outraged because you value integrity?
- b. Yeah, you're pissed, huh? You'd like to see a bit more honesty here?

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21.

- a. Are you feeling concerned because you value productive use of time (*universal need = efficacy*)
- b. Sounds like you're peeved because you want to count on the job getting done? (*universal needs = trust, efficacy*)

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22.

- a. Are you feeling tired because you need more support?
- b. Sounds like you feel disgruntled and want everyone contributing to keep this place tidy? (*universal need: contribution, order*)

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23.

- a. Are you feeling exhausted because you need some relief?
- b. Sounds like you're depleted and could really use a break? (*universal need: rest, relief*)

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24.

- a. Are you feeling concerned because you value learning and also well-being for the sake of the future?
- b. Are you worried because you want to know that I'll be able to take care of myself? (*universal need: self-reliance, independence, well-being*)

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25.

- a. Are you feeling exasperated because you need to be understood rather than fixed?
- b. Are you desperately wanting just to be heard?

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26.

- a. Are you feeling troubled because you value trust and respect?
- b. Sounds like you're uncomfortable and want more integrity and awareness when talking about people who are not in the room?

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27.

- a. Are you feeling discouraged because you value growth and progress?
- b. Sounds like you're dubious and need some reassurance these workshops are actually contributing to your life?

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28.

- a. Are you feeling frustrated because you value dependability?
- b. Sound like you're incredulous and want to be able to count on quality.

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29.

- a. Are you feeling aggravated because you need more consistency?
- b. Sounds like you're on edge and would like to be able to relax more?

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30.

- a. Are you feeling hurt because you're needing some appreciation?
- b. Are you disconcerted and wanting to be seen — wanting your efforts to be recognized?

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31.

- a. Are you feeling resentful because you value equal treatment for everyone?
- b. Sounds like you're irritated and want to understand how that happened?

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32.

- a. Are you feeling distressed and need more support?
- b. Sounds as if you're discouraged because you want to celebrate your achievements and would enjoy having the support of your friends?

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33.

- a. Are you feeling remorse because you value behaving with integrity?
- b. Are you feeling sad because you wish you had cared more about your mom and brother and had chosen to get your needs met in a different way? (*universal needs; compassion, contributing to well-being*)

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34.

- a. Are you feeling frustrated because you need more order and focus?
- b. Sounds like you're kind of confused and would like to understand what the teacher's needs might be here?

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35.

- a. Are you feeling exasperated because you value safety?
- b. Sounds like you're dismayed and want more awareness of the consequences of our appetite for oil?

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36.

- a. Are you disappointed because you value integrity?
- b. I'm guessing that you are dissatisfied and would enjoy competence in NVC.

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37.

- a. Are you exasperated because you need space to make your own choices?
- b. I'm guessing you're irritated and want to work through problems yourself?"

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38.

- a. Are you feeling nervous because you need reliability?
- b. Sounds like you're kind of edgy and wanting to be able to count on what people say?

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39.

- a. Are you feeling worried because you value safety and respect?
- b. Sounds like you feel concerned and would like there to be more integrity in how we relate to each other?

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40.

- a. Are you feeling dismayed because you value closeness and connection?
- b. Sounds like you're agitated and needing more consideration for how you might be affected?

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41.

- Are you feeling regret because you value honesty and being trusted?
- Sounds like you're feeling miserable because you want to protect people from being harmed by your behavior?
(need = compassion)

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42.

- Are you feeling impatient because you are needing some relief?
- Sounds like you are worn out and could use a break. Maybe you'd appreciate hearing what people do like rather than what they don't?

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43.

- Are you feeling appalled because you value safety and consideration for the needs of the children?
- Sounds like you're angry and may be wondering about the integrity of the intentions behind the contests?

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44.

- Are you feeling indignant because you value service and integrity?
- Are you disgusted because you want people to walk their talk, to contribute rather than complain?

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45.

- a. Are you feeling irked because you are needing to be trusted?
- b. Sounds like you're annoyed because you'd like to work independently and be self-reliant?

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46.

- a. Are you feeling distressed because you value education, growth and learning?
- b. Sounds like you are feeling exasperated and needing some understanding for your point of view?

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47.

- a. Are you feeling discouraged because you need growth and progress?
- b. Sounds like you're dubious and need some reassurance that it's contributing to your life?

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48.

- a. Are you feeling dismayed because you value nurturing life?
- b. Sounds like you're distressed because you want to help life flourish?

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49.

- a. Are you feeling exasperated because you want to make your own choices?
- b. Sounds like you're aggravated and wanting to be understood?

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50.

- a. Are you feeling agitated because you value support and unity?
- b. Sounds like you're perturbed and needing to trust that people who live in this country care about it?

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51.

- a. Are you feeling irate and needing respect for your choices?
- b. Sounds like you're upset and wanting some consideration for your beliefs and eating habits?

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52.

- a. Are you feeling anxious because you value peace and harmony?
- b. Sounds like you are leery and want to see us all get along at this reunion?

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53.

- a. Are you feeling irritated because you value respect and personal space?
- b. Sounds like you are disconcerted and would like to see more consideration for what you might be feeling?

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54.

- a. Are you feeling frightened because you have a need for safety?
- b. Sounds like you are jittery and want to know that we'll arrive there in one piece? (*universal need = safety*)

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55.

- a. Are you feeling discouraged because you are needing more connection?
- b. Ha ha, so you'd appreciate fewer words and more opportunity to participate—more of a dialogue?

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56.

- a. Are you feeling guilty because you value compassion?
- b. Sounds like you feel torn between wanting to be kind to others and wanting to protect your own space?

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57.

- a. Are you feeling disappointed because you have a need to contribute?
- b. Sounds like you're a bit dejected because you want to be included and to see your help being appreciated?

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58.

- a. Are you feeling despondent because you value heart connection?
- b. Sounds like you're dubious about us being able to share a meaningful relationship?

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59.

- a. Are you feeling dejected because you have a need for intimacy?
- b. Sounds like you're feeling hopeless and would like to trust that we both still cherish our connection?

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60.

- a. Are you feeling apprehensive because you have a need for shared values and community?
- b. Sounds like you are feeling dubious because you want to live with people whose ways are familiar to you? (need = security, community, ease)

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61.

- a. Are you feeling worried because you value safety?
- b. Sounds like you are concerned about resources being used with awareness?

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62.

- a. Are you feeling anxious because you need clarity and understanding of your situation?
- b. Sounds like you are experiencing real urgency and wanting to know as soon as possible so you can have some peace of mind?

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63.

- a. Are you feeling exasperated because you need to be understood?
- b. Sounds like you're alarmed because you really want it to be understood how much freedom costs?

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64.

- a. Are you feeling disappointed because you value beauty?
- b. Sounds like you're astonished and would like more community input into our surroundings?

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65.

- a. Are you feeling disappointed because you value community and cooperation?
- b. Sounds like you're feeling sad because you want support in keeping the playground nice for all the kids?

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66.

- a. Are you feeling worried because you value stability?
- b. Sounds like you are distressed because you appreciate steady relationships and community?

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67.

- a. Are you feeling disappointed because you need to be understood?
- b. Sounds like you're annoyed because you want more competence?

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68.

- a. Are you feeling indignant because you have a need to be trusted?
- b. Sounds like you're frustrated because you'd like to be heard accurately without judgment?

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69.

- a. Are you feeling wistful because you value meaningful intimate connections?
- b. Sounds like you're disheartened and could use some hope that your dream may still come true?

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70.

- a. Are you feeling depleted and needing some relief?
- b. Sounds like you're exhausted and could really use a break? (need = rest, relief)

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71.

- a. Are you feeling exasperated because you are needing to make your own choices about what to eat?
- b. Sounds like you're impatient and just want some peace to eat what you want to eat?

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72.

- a. Are you disappointed because you really need more cooperation?
- b. Sounds like you're irritated because you're wanting more support right now?

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73.

- a. Are you feeling perplexed because you need some clarification?
- b. Sounds like you're baffled and wanting to understand why a Buddhist would choose to eat meat?

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74.

- a. Are you feeling puzzled because you value clarity and integrity?
- b. Sounds like you're baffled and would like to understand how to be consistent in practicing NVC?

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75.

- a. Are you feeling bewildered because you need more clarity?
- b. Sounds like you're discouraged and want some understanding for how hard you are trying?

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76.

- a. Are you feeling disheartened because you are value integrity?
- b. Sounds like you're really disappointed because you'd like to be part of a system that reflects democracy? (*universal need = inclusion, to be heard*)

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77.

- a. Are you feeling distressed because you value conservation of resources?
- b. Sounds like you're aggravated? Are you concerned about preventing waste?

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78.

- a. Are you feeling irritated because you value competence?
- b. Sounds like you're concerned and want this business to run effectively?

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79.

- a. Are you feeling annoyed because you have a need for more purposeful activity?
- b. Sounds like you feel overwhelmed and would like some understanding of what's going on for you?

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80.

- a. Are you feeling annoyed because you value ease?
- b. Sounds like you're disappointed that we didn't take more time to relax and get here peacefully?

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81.

- a. Are you frustrated because you value effective use of time?
- b. Are you feeling discouraged and want to be able to trust we'll get to some resolution and unity in the group?

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82.

- a. Are you feeling exasperated because you need some cooperation?
- b. Sounds like you're kind of disgusted and want to be able to rely on my word?

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83.

- a. Are you feeling concerned because you value learning and self-reliance?
- b. Sounds like you're anxious because you really care about children learning skills so they can take care of themselves?

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84.

- a. Are you feeling annoyed because you value cooperation and community?
- b. Sounds like you'd enjoy more mutual support and feel disappointed when you see me choose to work alone?

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85.

- a. Are you feeling resentful because you value autonomy?
- b. Sounds like you're irked and would like more choice in how you spend your time?

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86.

- a. Are you feeling resentful because you need respect?
- b. I wonder if you're a bit aggravated because you'd like to know that your presence is valued?

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87.

- a. Are you feeling annoyed because you need choice in what to eat?
- b. Do you feel discouraged because you want to be healthy AND enjoy life?

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88.

- a. Are you feeling tired because you need more support?
- b. Sounds like you're disappointed because you'd like everyone contributing to keep the place tidy?
(universal needs = mutuality, order)

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9.

- a. Are you feeling annoyed because you value respect for everyone?
- b. Are you disgusted because you want everyone to be accepted, with all their strengths and weaknesses?

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90.

- a. Are you feeling discouraged because you value competence?
- b. Sounds like you feel disappointed because you'd like more ease and mastery in what you do?

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91.

- a. Are you feeling cranky because you are needing more ease?
- b. Sounds like you're feeling stressed and would really enjoy a more relaxed drive home.

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92.

- a. Are you feeling anxious because you value care and support?
- b. Are you troubled and want to see more compassionate understanding?

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93.

- a. Are you feeling uneasy because you value mutual respect?
- b. Sounds like you're upset because you need to trust that your needs matter in this relationship?

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94.

- a. Are you feeling aggravated because you value kindness and consideration?
- b. Sounds like you feel peeved and would like some understanding for how you see things?

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95.

- a. Are you feeling disgusted because you value community?
- b. Sounds like you're exasperated and wanting some cultural respect for our neighborhood's history?

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96.

- a. Are you feeling frustrated because you need more ease?
- b. Are you overwhelmed and long for more peace of mind?

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97.

- a. Are you feeling irritated because you value integrity?
- b. Are you feeling a little dubious about the effectiveness of help that comes from someone who hasn't mastered something themselves?

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98.

- a. Are you feeling discouraged because you need some appreciation for your efforts?
- b. Sounds like you're disappointed and would really like to be seen for the contribution you make to our home?

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99.

- a. Are you feeling irritated because you value self-reliance?
- b. Sounds like you're uneasy and long for a world where we all take care of ourselves?

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100.

- a. Are you feeling resentful because you value honesty?
- b. Sound like you're doubtful and want to be able to count on people being true to their word? (need = integrity)

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