

The Four Components of Communication [NVC]

Observations, feelings, needs and requests (OFNR) are NVC terminology for four aspects of communication that support connection and compassion. Having names for these four components has been found to be very helpful to listening and expressing ourselves in ways more likely for our needs to be met.

OBSERVATIONS

- describing what happened
- seeing things as they are (video check)
- quoting what was said

vs. **Evaluation and Judgment**

- thinking about it, diagnosis, interpretation, analysis.
- deciding who is right or wrong, good or bad, or who is to blame

FEELINGS

- happy, sad, glad, etc.
- bodily sensation
- emotion
- immediate response

vs. **Thoughts or Faux Feelings**

- words we use as feelings that imply judgments of the other person.
- thoughts

NEEDS

- universal, all humans have the same needs
- no person, place or things attached

vs. **Strategies**

- specific actions, people or things are means for meeting needs

REQUESTS

- do-able
- present tense
- positive action language

vs. **Demands**

- using guilt, fear, shame, denial of choice