

## HANDOUT: Compassion in a work environment

Category	Subcategory	Group size	Duration	Language
<b>Communication</b>	Compassionate communication	Small group	1 hour	English

◇ *Read the situation-description carefully*

◇ *First, focus your attention on yourself:*

Which feelings would this situation evoke within you? Consult the list of feelings if you wish.

....

Which physical reactions?

...

Which thoughts?

...

◇ *Now, focus your attention on the other person:*

What feelings do you think does the other person experience? Consult the list of feelings if you want to.

...

Which unfulfilled needs are present within the other one, according to you? Consult the list of needs if you want to.

...

◇ *Direct your attention back to yourself again:*

Do you recognize the needs that the other person requires according to you? How important are those for you? When do you feel those needs?

...

How do you feel when those needs aren't met?

...

◇ *Focus your attention back on the other person:*

Which 'mirror-questions' could you possibly ask the other? Mirror-questions are questions you can ask someone to invite them to put themselves in the shoes of the person they're being aggressive towards. "Could you imagine that you've fled your own country and then..." (See Guide).

....

◇ *What could a compassionate reaction sound like?*

....



### List with possible feelings when needs are met

admissible	exquisite	placid
adventurous	exuberant	pleasant
Alert	Fascinated	pleased
amazing	fiery	proud
awesome	fortunate	quiet
amused	free	radiant
animated	friendly	refreshed
approachable	fulfilled	relaxed
blissful	gentle	relieved
breathless	grateful	rested
bright	happy	satisfied
bubbly	heartily	secure
Calm	hopeful	sensitive
carefree	horny	serene
cheerful	inspired	sparkling
clear	intense	spry
confident	interested	stimulated
content	involved	stunned
cool	jolly	surprised
cozy	jovial	tender
curious	joyful	thankful
delightful	light-hearted	touched
dumbfounded	lively	tranquil
eager	lovingly	triumphant
ecstatic	mild	unperturbed
elated	nice	untroubled
energetic	open	useful
enthusiastic	optimistic	vulnerable
excellent	outstanding	warm
excited	passionate	wonder
expectant	peaceful	

## List with possible feelings when needs aren't met



<p>Absent aggrieved agitated alone angry anguished annoyed anxious apathetic apprehensive ashamed awkward bitter boisterous bored boring broken busy careful chaotic clumsy cold concerned confused cranky cross dejected depressed desolate despair desperate despicable deviant disappointed discouraged disillusioned displeased distraught disturbed down downcast dreary dull embarrassed emotional</p>	<p>empty envious exhausted fearful foolish frustrated furious glum grumpy guilty hateful heartbroken heavy hesitant helpless hopeless horny hot impatient inconsolable indecisive indifferent insecure insignificant irascible irritable irritated jealous jumpy lazy listless lonely lousy mean melancholic miserable moody mournful nervous numb outraged overwhelmed panicky pain paralysed</p>	<p>pessimistic pissed off powerless rage repentant resentful restless sad scared sceptic seething shaky shocked shy sleepy slow sluggish sombre sorrowful stand-offish stunned stupid surly surprised suspicious taken aback tense terrified tired tormented troubled unattractive uncomfortable uneasy uninterested unhappy unstable upset weary worried worthless wretched</p>
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## List with needs

<p>individuality</p> <ul style="list-style-type: none"><li>• authenticity</li><li>• autonomy</li><li>• creativity</li><li>• integrity</li><li>• self-expression</li></ul> <p>Emotional</p> <ul style="list-style-type: none"><li>• acceptance</li><li>• sharing</li><li>• acknowledgement</li><li>• reassurance</li><li>• compassion</li><li>• proximity</li><li>• support</li><li>• respect</li><li>• tenderness</li><li>• safety</li><li>• connection</li><li>• trust</li></ul>	<ul style="list-style-type: none"><li>• warmth</li><li>• care</li></ul> <p>Physical;</p> <ul style="list-style-type: none"><li>• touch</li><li>• protection</li><li>• shelter</li><li>• movement</li><li>• light</li><li>• air</li><li>• space</li><li>• rest</li><li>• sexual expression</li><li>• food</li><li>• water</li></ul> <p>Play</p> <ul style="list-style-type: none"><li>• humour</li><li>• fun</li><li>• play/games</li></ul>	<p>Spiritual connection</p> <ul style="list-style-type: none"><li>• contemplation</li><li>• meaning</li><li>• unity</li><li>• harmony</li><li>• wholeness</li><li>• clarity</li><li>• inspiration</li><li>• learning/growth</li><li>• order</li><li>• beauty</li><li>• fulfilment</li><li>• (inner) peace</li></ul> <p>Celebration</p> <ul style="list-style-type: none"><li>• of life</li><li>• of loss (mourning)</li></ul>
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Source:

Rosenberg, M. (2006). *Geweldloze communicatie: Ontwapenend en doeltreffend*. Rotterdam: Lemniscaat.

