

# The Communication Transformer

## HOW TO PLAY: PART ONE

- 1) Write down some words that you did not enjoy hearing. These can be words someone said directly to you or that you overheard another person saying to someone else. Regardless, make sure it's a direct quotation (rather than your summary or interpretation of the words). For example: "You always screw it up!" or "You never listen." or "You're impossible!"
- 2) Look at the list of FEELING WORDS. Choose 3-5 words that describe how you're FEELING when you think about the words you heard. For example: sad, disappointed, mad. You may also wish to notice what sensations you are feeling in your body--- such as hot, restricted, tense.
- 3) Connected with how you're feeling, now look at the list of NEED WORDS. Choose 3-6 words that speak to the NEEDS you are longing to experience when you think about the words you heard. For example: competency, understanding, effectiveness, acceptance...
- 4) Take a moment to check in with yourself and your body. How do feel NOW, having connected with your feelings and needs? (If you are feeling incomplete, you can go back to steps two and three).
- 5) Having completed these steps, is there a request you'd like to make of yourself or another person?



*Did you find the Communication Transformer helpful? What needs were met for you by completing this exercise? How might awareness of feelings and needs support you when communicating with others? How might it support connection with your self?*

## BONUS: PART TWO

Now you will have an opportunity to understand the other person more deeply. For this part of the exercise, we're guessing or imagining what was going on for the other person---we don't know for sure their feelings or needs (unless we check directly with them).

- 1) Go back to the words you wrote down that you did not enjoy hearing. Use the same exact words from part one.
- ...

With thanks to Miki Kashtan of BayNVC for her work with this model!

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**BONUS: PART TWO, cont.**



2) Look at the list of FEELING WORDS again. What do you think the person was feeling when they said those words? Be sure to use words from the feeling list (rather than feelings mixed with evaluations or judgments).

3) Now look again at the NEEDS LIST. What needs do you think the person was wanting to meet when they said what they said?

Note that you may not like the words or strategy the person used (they may not like it either!). They were attempting though to meet some needs via their words or action.

*Was it helpful for you to imagine the feelings and needs of the other person? Did you find this part of the exercise more difficult? If you are having trouble with this section, you may wish to go back to part one and connect more deeply with your own feelings and needs.*

**LAST STEP**

Having completed part two, do you have a request (an action step) that you want to make of yourself or the other person?

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