



10. What value/need for them has not been met?

11. Why might this be important to them?

12. What would you have liked to have happened?

13. Why is that important to you?

14. What do you think they would like to happen?

15. Why is that important to them?

16. What is one possible win win solution?

17. What is another possible win/win solution?

18. In any of your statements are you implying they are bad or wrong in any way? If so try and reword it without implying they are bad or wrong while still being 100% authentic.

## NVC STATEMENTS

### ACTION ORIENTED

A. When \_\_\_\_\_ happened, I felt \_\_\_\_\_, because \_\_\_\_\_ is important to me. Would you be willing to \_\_\_\_\_?

### CONNECTION ORIENTED

B. When I think about the fact that \_\_\_\_\_, I feel \_\_\_\_\_ because I value \_\_\_\_\_. Does that make sense to you?

### CLARITY

C. When I heard you say “\_\_\_\_\_”, I felt \_\_\_\_\_ because I really prefer \_\_\_\_\_. Would you be willing to clarify what you meant when you said that?

## EMERGENCY EMPATHY

If things go wrong during the conversation and you decide to do Emergency Empathy what are some possible ways they might feel and why?

Are you feeling \_\_\_\_\_ because you would like more \_\_\_\_\_?

Are you \_\_\_\_\_ because \_\_\_\_\_ is important to you?

Are you feeling \_\_\_\_\_ because you would have preferred for \_\_\_\_\_ to happen?