

DEEP DIVE INTO

COMPASSIONATE COMMUNICATION

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OBSERVATION WITHOUT JUDGEMENT IS THE
HIGHEST FORM OF HUMAN INTELLIGENCE.

-KRISHNAMURTI



5 STEPS

- Observe what is happening
- Identify the Feeling
- Identify the Need
- Make a Request
- Agree on a Strategy



OBSERVATIONS

- What would a video camera see?
- Slows the conversation down
- Removes judgment, so kids feel safe and understood
- Hint: Start with "I see"



THINGS TO AVOID

- Avoid including judgement or interpretation:
 - Don't say, "You are being mean"
 - Say, "You took the toy she was playing with"
- Avoid using absolutes like "always" or "never"
 - Don't say, "You guys always fight"
 - Say, "You've hit each other 3 times today"

FEELINGS

- Neither good nor bad
- "Happy" feelings point to needs being met
- "Sad/Angry" feelings point to needs being unmet
- Feeling brain talks first but the thinking brain controls the volume of the our feelings

THINGS TO AVOID

- Avoid saying "like" - you're expressing a thought rather than a feeling
 - Don't say, "I feel like you are being lazy"
 - Say, "I feel frustrated when you don't put away the dishes."

THINGS TO AVOID

- Avoid words that describe how you think others are acting towards you (e.g. manipulated, used, bullied, left out, judged, rejected)
 - Don't say, "I feel excluded"
 - Say, "I feel disappointed that I didn't get invited to the party"

NEEDS

- Universal human needs: for safety and survival, love/ connection, fulfillment/self-actualization
- The more accurately you define the need the more likely the strategy will meet it
- Not all of our needs are met all the time
 - Sometimes kids needs are deferred
 - Sometimes adults needs are deferred

STRATEGIES

- All the different ways that a particular need can be met
- Not all strategies will work in all situations
- Not all strategies will work for all people
- Creative problem solving

THINGS TO AVOID

- Confusing a need with a strategy
 - Don't say, "He really needs me right now" - a person is not a need
 - Say, "He needs comfort right now"
- Getting attached to a particular strategy
- You're more likely to get your need met if you stay open and get creative

REQUEST

- Freedom to say "no" or "yes" to
- "Would you be willing to__?"
- "No" isn't the end of the conversation, it's the beginning
- If not, talk about reasons why
- "I want to say 'yes' to that..."

THINGS TO AVOID

- Avoid making a request for something “non-negotiable”
- Avoid non-specific or vague language
 - “Share” - what does that mean?
 - “No not yet” - then when?



WHAT IS THE MOST IMPORTANT
THING YOU HEARD TODAY?



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