

How To Communicate My Needs for Win-Win Outcomes

Leveraging the Principles of Nonviolent Communication

Meet Our Lead Faculty



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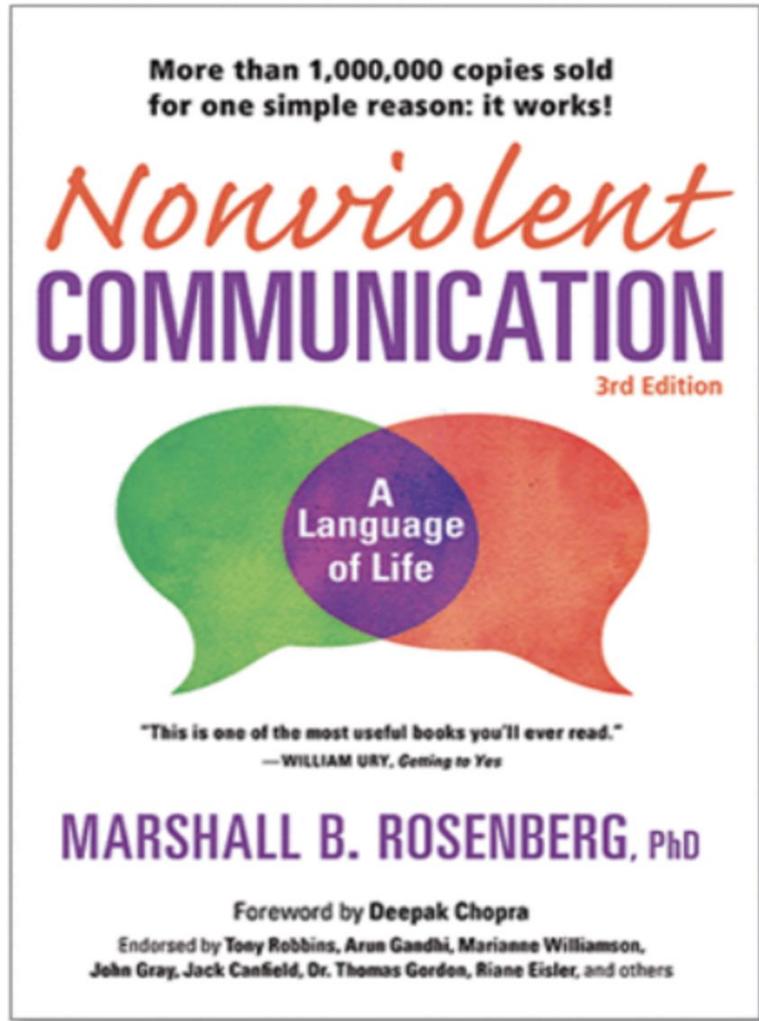


Learning Objectives

- Describe the model of Nonviolent Communication
- Articulate the relationship between needs and feelings
- Identify a model of conflict resolution for win-win outcomes



Defining Nonviolent (Compassionate) Communication



A way of communicating where we give from the heart rather than from a place of **guilt** or obligation. We learn to connect to *others and ourselves* in a way that allows compassion to flourish



The Four Components of Nonviolent Communication

- Observations: What is happening: just the facts, ma'am
 - Feelings: How we feel when we observe that action
 - Needs: What needs of ours are connected to the feelings we've identified
 - Requests: What is a specific request you could make of others that could get your need met?
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- Every action we take are strategies to get our needs met – some of those strategies serve us and others, not so much



Evaluations & Observations: Know the Difference

Evaluation

- There's not enough time in the day
- I'm just a cog in the wheel
- That patient is non-adherent
- My medical assistant is always late

Observation

- I have 18 patients on my schedule
- An extra patient was added to the schedule without consulting me
- The patient did not pick up the prescription from the pharmacy
- On Tuesday and Thursday last week, my medical assistant came in 10 minutes late



Feelings

Delighted

Joyful
Happy
Elated

Thankful

Appreciative
Moved
Grateful

Excited

Enthusiastic
Overjoyed
Thrilled

Satisfied

Fulfilled
Gratified

Interested

Curious
Absorbed

Healthy

Empowered
Alive
Robust

Scared

Apprehensive
Worried
Vulnerable

Nervous

Jittery
Anxious
Restless

Tense

Stiff
Stressed
Overwhelmed

Hurt

Agony
Heartbroken
Lonely

*Depressed

Disconnected
Despondent
Bored

Tired

Burnt Out
Exhausted
Lethargic

*Angry

*Furious
*Resentful
Irritated

Frustrated

Disappointed
Discouraged
Impatient

Shocked

Alarmed
Appalled
Concerned

Sad

Sullen
Downhearted
Hopeless

Torn

Ambivalent
Confused
Puzzled

Jealous

Envious
*Bitter

Embarrassed

*Ashamed
Contrite
*Guilty

Needs

Intimacy

Empathy
Connection
Affection
Warmth
Love
Understanding
Acceptance
Bonding
Compassion

Autonomy

Choice
Freedom
Spontaneity
Independence
Respect
Honor

Security

Predictability
Consistency
Stability
Trust
Reassurance

Partnership

Companionship
Support
Collaboration
Belonging
Appreciation

Purpose

Competence
Contribution
Efficiency

Growth

Learning
Challenge
Discovery

Order

Structure
Clarity
Focus
Information

Celebration

Humor
Play
Creativity
Joy

Honesty

Integrity
Authenticity
Fairness

Peace

Groundedness
Hope

IDENTIFY A SPECIFIC AREA OF CONFLICT

WRITE DOWN A CIRCUMSTANCE THAT IRRITATES YOU

WHAT ARE YOUR THOUGHTS ABOUT IT?

1.

2.

3.

YOUR FEELINGS

YOUR NEEDS

THEIR FEELINGS

THEIR NEEDS



WRITE DOWN A CIRCUMSTANCE THAT IRRITATES YOU WHAT ARE YOUR THOUGHTS ABOUT IT?

There are two practices in your company. You are the medical director for one of the practices. The Director of Operations sends out a slack of the schedule for the following week stating you will be covering the other practice for three days. You had been told previously that you would cover for one day. You have a scheduled appointment that conflicts with the coverage schedule.

1. This is so inconvenient. I've had to change that appointment several times now.
2. It's as if I get information on a need-to-know basis around here.
3. I feel like I'm just a pawn in this place. They never consider my feelings. Am I really a medical director?

YOUR FEELINGS

Unsettled, irritated, annoyed

YOUR NEEDS

Respect, autonomy, communication

THEIR FEELINGS

Overwhelmed, Determined, Confused

THEIR NEEDS

Efficiency, order, efficacy



5 Steps to Conflict Resolution (NVC) for Win-Win Outcomes

- 1. Express our own needs
- 2. Search for the real needs of the other party. Remember the action that was not pleasing to you is a strategy to meet their needs
- 3. Verify that both parties recognize each other's needs
- 4. Provide as much empathy as is required to ensure that both parties hear each others needs accurately
- 5. Propose strategies for resolving the conflict between you and the other party.



5 Steps To Conflict Resolution for Win-Win Outcomes

- When the decision was made to have me cover the other practice without consulting me, I felt **unsettled** and **irritated** because my needs for **communication** and **respect** were not met.
- It seems your needs were to make the best decisions in order to meet the practices' needs for **efficacy** and **efficiency**.
- So, I'm needing communication and you need order to make sure the practices run smoothly. Am I getting that right?
- You're **concerned** because there are times that you'll need to make the most expeditious decisions to create **order** for the practices.
- Would you be willing to take some time now to consider some options that make sure we get both of our needs met moving forward?



Requests vs. Demands

- Requests are perceived as demands when others think that they will be blamed, judged, punished if they don't comply.
- You'll know you've made a demand if you get angry when they say no!
- Demands either engender submission or rebellion.
- Either way, you lower the likelihood that your request will be received compassionately.
- Start a request like this: Would you be willing to?
- Make specific requests. What is a specific action someone could take to meet a need of yours?



“Part of our calling is to relieve suffering. We cannot relieve suffering for others if we, ourselves, are suffering.”
Linda Hawes Cleaver, M.D.



So, learn to relieve that suffering by recognizing, honoring and resolving to meet your needs.