

Self-Guided Exercise & Reflection Questions

How To Communicate My Needs for Win-Win Outcomes

Leveraging the Principles of Nonviolent Communication

Meet Our Lead Faculty



Maria Maldonado, MD FACP

Well-Being Champion, New York Chapter
American College of Physicians

Adjunct Associate Professor of Medicine,
Icahn School of Medicine at Mount Sinai

Outpatient Internal Medicine Physician,
Reside Health

Certified Health & Well-being Coach

Contact: memaldonado@msn.com



Instructions for in-person discussion

- Pair with the person to your right.
- Go through the reflection questions on slide 5.
 - Refer to the feelings and needs list on slide 6 and the worksheet on slide 7 to facilitate your group discussion.
- If time permits, one or two groups may have the opportunity to share strategies and takeaways learned from the exercise.



Instructions for reflective writing

- Journals and pens will be provided by staff.
- Go through the reflection questions on slide 5.
 - Refer to the feelings and needs list on slide 6 and the worksheet on slide 7 to facilitate your reflective writing exercise.



Reflection Questions

Identify a difficult circumstance that is occurring in your life.

- What are your thoughts about this circumstance? What assumptions are you making?
- How do you feel about it? What need of yours is not being met?
- What may be the needs and feelings of the other party?
- Brainstorm and list specific strategies that could get your needs met.
- What request can you make of another to meet your needs?
- Write out your potential conversation based on the 5 principles of negotiating you learned today.
- How might leveraging the principles of NVC assist you in all aspects of your life?



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

Adapted from: www.collegeessayguy.com/blog/feelings-needs-exercise

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



Example

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

YOUR NEEDS

Unsettled, irritated, annoyed

Respect, autonomy, communication

THEIR FEELINGS

THEIR NEEDS

Overwhelmed, Determined, Confused

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.

