

Kindful Communication



CORE COURSE



13-14 February 2016 ~ Healthy Life Centre, Edinburgh

23-24 April 2016 ~ In the Moment Centre, Glasgow



© 2016 Kindful, www.Kindful.co. Based on the teachings of the Buddha, Marshall Rosenberg, and the Center for Nonviolent Communication, www.cnvc.org.

Kindful Communication Cornerstones



Choices / Effort

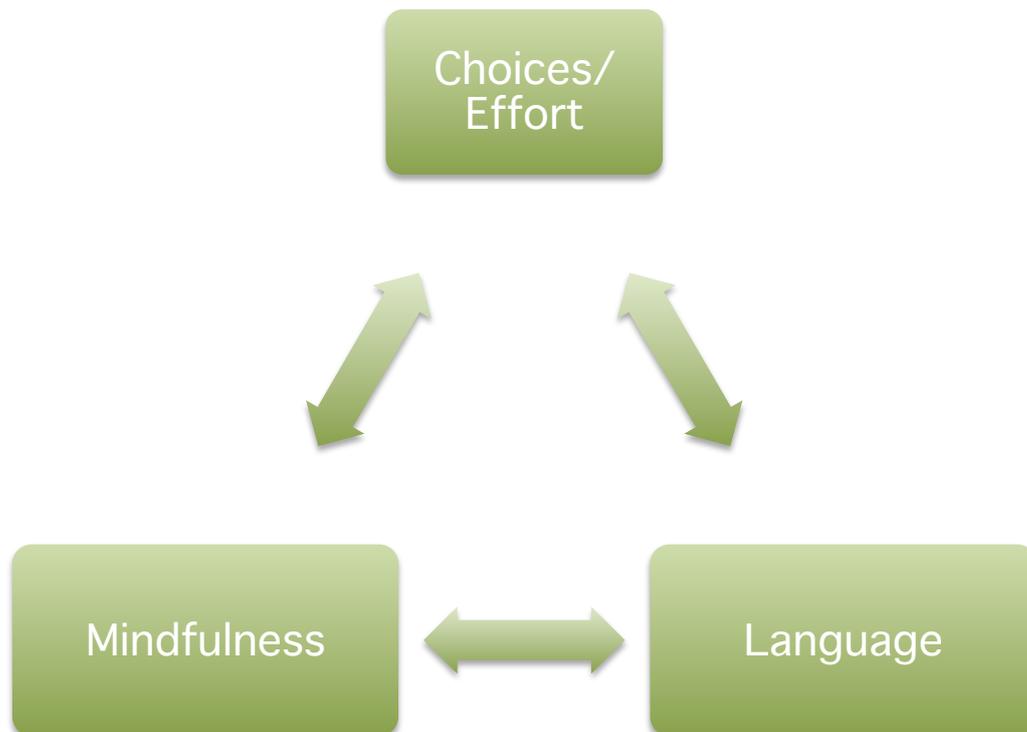
Understanding the elements of skilful effort supports our practice.

Mindfulness

Being aware of words, actions, feelings, mental objects, and the basic orientation or direction of the mind. This includes our intentions.

Language

Cultivating awareness of how the words we use may be heard, in particular learning and using the tools of Compassionate Communication / Nonviolent Communication.



Choices / Effort



... words alone won't accomplish anything.

There has to be an underlying realization that these words require mental or physical action.

– Ayya Khema, www.vipasanna.co.uk

Effort is not just 'trying hard' or using will power. There are four specific components of effort that the Buddha taught.

We might apply these to, for example, recognising and changing patterns of response, improving emotional literacy, or looking deeply and honestly at our intentions.

Four Aspects of Right Effort

Abandon the unskillful that has arisen.

Example: If you are telling a white lie, become aware of it and stop.

To try: Identify interpretations or evaluations. Make observations.

Prevent the unskillful from arising.

Example: Investigate what prompted wanting to tell the lie.

Identify the need were you trying to meet.

To try: Identify a strategy to help meet that need.

Receive empathy/self-empathy for your feelings and needs.

Put in place plans or structures to support the new strategy.

Develop what is skillful.

Example: Develop a new response to meet that need.

To try: Identify a new strategy to meet your need and practice it.

Practice substituting a positive mind-state for a negative one.

Maintain what is skillful.

Example: Once you have developed a new response, find ways that support your using it on an ongoing basis.

To try: Make a request of yourself or another to help you maintain the new strategy.

Mindfulness



Mindfulness is commonly understood as present-moment bare awareness, without judgment or reactivity.

The classic Buddhist ‘Four Foundations of Mindfulness’ teaching outlines four key areas of which we can be mindful:

Body – awareness of the physical body;

Sensation -- pleasant, unpleasant or neutral;

Mental Direction – the basic direction or general state of the mind;

Content – the specific content of the mind, including thoughts and intentions (something that can be labelled).

In Kindful Communication, we can use these four foundations to bring deeper understanding to our intention as well as the four components of Nonviolent Communication (Observation, Feeling, Need & Request):

Intention ~ be mindful of the mental direction;

Observation – be mindful of the body (words or actions);

Feelings -- be mindful of the body, sensations, sometimes mental direction;

Needs – be mindful of the content of the mind. Sensation and mental direction can be helpful in assessing the accuracy of the Need named;

Requests – be mindful of the content of one’s own mind (e.g. intentions). Again, sensation and mental direction can be helpful in assessing the request.

	Body/form	Sensation	Mental Direction	Content of Mind
Intention	can be useful	can be useful	yes	yes
Observation	yes	no	no	no
Feeling	yes	yes	sometimes	no
Need	no	can be useful	can be useful	yes
Request	no	can be useful	can be useful	yes



Mindfulness of Mental Direction / Mind State

The third of the 'Four Foundations of Mindfulness' is mindfulness of the mental direction, or mind state.

An important starting point in this type of mindfulness is awareness of the primary direction of the mind. Does it incline towards an unwholesome root (grasping, aversion, delusion) or a wholesome root (generosity, loving-kindness, clarity)?

Unwholesome mental directions		Wholesome mental directions
Grasping <i>Might arise as:</i> Passion Craving Miserliness	<i>Might sound like...</i> 'I want...' 'I like / love...' 'It's mine...'	Non-Grasping <i>Might arise as:</i> Generosity Openness
Aversion <i>Might arise as:</i> Ill-will Dislike Anger	<i>Might sound like...</i> 'I don't like...' 'It's not enough...' 'They've no right...' 'I'm so stupid...'	Non-Aversion <i>Might arise as:</i> Loving-kindness Friendliness Compassion
Delusion <i>Might arise as:</i> Fogginess Dullness Disregard	<i>Might sound like...</i> 'I don't know...' 'It doesn't matter...' 'I just want to tune out...'	Non-Delusion <i>Might arise as:</i> Wisdom Clarity

Questions to contemplate:

What mental direction(s) do you spend a lot of time in?

Can you identify your current mental direction?

How do you experience it?

What supports your maintaining or shifting it?

...when we give the mind a new direction, then we learn to protect our own happiness...

It's a skill in the mind to realize what is helpful and happiness producing.

– Ayya Khema, www.vipasanna.co.uk

Additional Mental Directions / Mind States

This list shows additional mental directions described in the Satipatthana sutta. Depending on what version of the sutta referenced, still more directions include defiled, cultivated, pervasive, and boundless.

You may find that you resonate with different terms, so a few empty spaces are provided for you to write in additional words.

Contracted mind (or narrow mind)	Broad, Expansive mind
Distracted mind	Concentrated mind
Scattered mind	Liberated mind
Small mind	Great mind
	Unsurpassable mind

Grasping Type, Averse Type, Foggy Type

It's said that each of us tends toward one of the three main unwholesome mental directions: grasping (or craving, greed), hate (or aversion, ill-will), or delusion (or fogginess, dullness).

Which to you tend to? Try this practice:

Imagine yourself at a social gathering. Are you most likely to:

- be excited about the people, food, music or conversation, eager to take part and enjoy? You might have thoughts like 'She looks really interesting – I can't wait to meet her' or 'What a great view' or 'I bet that food tastes amazing'. You may be a Grasping type.
- be aware of what could be improved or what you don't like? You might have thoughts like, 'Why is vegan food not labeled clearly?' or 'That picture is crooked' or 'I don't like all this noise.' You may be an Averse type.
- be not too sure of what to think, say or do? You might have thoughts like, 'It doesn't matter what I eat' or 'I can't decide whether to stay or not' or 'I cannot be bothered to go say hello to him.' You may be a Foggy/Deluded type.

This exercise is borrowed from Jack Kornfield & Leigh Brasington.



© 2016 Kindful, www.Kindful.co.

This list is adapted from Analayo's book, 'Satipatthana: The Direct Path to Enlightenment'.

Language



Tools for Connection

O – F – N – R

Observe the stimulus

Name the *Feeling* and *Need*.

Make a *Request*.

Recognise and let go of disconnecting language:

"Who cares what he said? Don't let it bother you."

Develop connecting language:

Observation -- Feeling -- Need -- Request

'When you say that, I feel confused and need clarity. Would you be willing to tell me what he said?'

	<p>Observation</p> <p>'Just the facts, ma'am.' Like a witness, describe facts, not story or interpretation. What would a video camera record? See the trigger as only a trigger, not something to blame or stay with.</p> <p><i>'You're trying to aggravate me!'</i> might become <i>'I see you're moving my boxes.'</i></p>
	<p>Feeling</p> <p>Feelings vs. non-feelings -- know the difference! Feelings -- emotions you experience internally. Non-feelings -- how you are thinking about or interpreting something or someone. Stay in real time – what is the feeling right now?</p> <p><i>'I feel undermined'</i> might become <i>'I'm feeling sadness.'</i></p>
	<p>Need</p> <p>Positive and life-enriching. Shared by all, regardless of age, gender, race, etc.</p> <p><i>'I need you to let me be'</i> might become <i>'I need some space.'</i></p>
	<p>Request</p> <p>Specific and do-able -- use a <i>do</i> rather than a <i>don't</i>. Solve one small piece of the puzzle. Prepare for a 'no' response -- are you requesting or demanding?</p> <p><i>'Can you help me once in a while?'</i> might become <i>'Would you be willing to take the kids to football practice tomorrow?'</i></p>



© 2016 Kindful, www.Kindful.co.

Based on the work of Marshall Rosenberg, cnvc.org, and Ayya Khema.



Disconnection Language

Approach with Caution!

These are examples of language that can be disconnecting. While these can have their time and place, they can easily create a sense of disconnection. (You'll find these on pages 92-93 of Marshall Rosenberg's book, *Nonviolent Communication*, 2nd ed.)



Advising	<i>What I would do in this situation is...</i>
Correcting	<i>That is not what he actually said.</i>
Educating	<i>This could turn into a positive experience for you...</i>
Explaining	<i>I would have called but...</i>
Interrogating	<i>How did she respond? Where were you? Was it a Monday?</i>
Minimising	<i>It's really not so bad. Others have it worse.</i>
One-upping	<i>That's nothing – listen to what he said to me last week...</i>
Pitying	<i>Oh, you poor thing...</i>
Shutting down	<i>Will you just stop going on about it?</i>
Storytelling	<i>That reminds me of the time last month when...</i>

And a few more examples ...

Blaming	<i>It's your own fault...</i>
Criticising	<i>That wasn't a good way to approach it.</i>
Comparing	<i>Everyone else managed to be on time...</i>
Denying responsibility	<i>I didn't have any choice. They said I had to.</i>
Diagnosing	<i>His real problem is his difficult relationship with his mother...</i>
Judging	<i>He shouldn't be doing that. It's wrong.</i>
Labelling	<i>Teenagers – well, you know how they are...</i>



Non-Feelings

And Tips to Transform Them



A few non-feeling words

abandoned	cheated	ganged up on	mistreated	rejected
abused	confined	harassed	mistrusted	ridiculed
accepted	considered	humiliated	misunderstood	scorned
acknowledged	cornered	isolated	nagged	snubbed
attacked	criticised	ignored	neglected	unappreciated
belittled	defeated	judged	oppressed	unheard
betrayed	deserted	left out	passed up	unloved
blamed	diminished	let down	pushed	unwanted
blind-sided	disrespected	looked down on	put down	unwelcomed
bullied	excluded	maligned	put upon	used

1. What's the difference between feelings and non-feelings?

Feelings express what you are experiencing in your own mind & body.

Non-feelings are our **thoughts** about what someone or something is doing to us.

2. How can we recognise that it's probably a non-feeling?

Often words like these are used before non-feeling words:

I feel **that...** I feel **you...** I feel **like...**
I feel **it's...** I feel **they...**

Non-feelings are often followed by a spoken or unspoken **"by you/him/her..."**

3. Non-feelings can be transformed!

Separate the trigger from the cause.

Feelings can be *triggered* by others but are *caused* by something inside ourselves.



Look inside - what is the internal experience?

Take responsibility for your own feelings.

"I feel ... because I..."

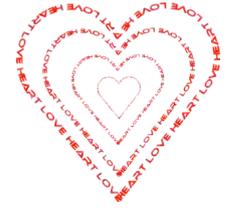
"Are you feeling... because you..."

AVOID 'It makes me feel...'



Feelings

When Your Needs are Being Met



AFFECTIONATE

attentive
compassion
expansive
friendly
generous
loving
open
sensitive
sympathetic
tender
warm

fascination
focus
full
gung ho
interest
intrigue
involvement
keen
receptive
stimulation

energetic
enthusiastic
expectant
giddy
in suspense
jubilant
lively
merry
passionate
peppy
perky
playful
sparkly
surprise
vibrant

HOPEFUL

anticipation
expectant
encouragement
light
optimistic
stirring up
waking up

PEACEFUL

calm
certain
clear
comfortable
content
cozy
equanimous
full
in balance
mellow
quiet
relaxation
relief
satisfaction
serene
soft
steady
still
tranquil
whole

CONFIDENT

awake
big
cool
concentration
empowerment
expansive
certain
open
powerful
resilient
secure
solid
steady
strong
sure
unwavering

EXHILARATION

alive
blissful
breathless
ecstatic
elation
energetic
exuberant
full of life
jubilant
light
lively
open
radiant
rapturous
vibrant
vivacious
zesty

GRATEFUL
appreciative
glowing
thankful

INSPIRATION

amazement
animation
awakening
awe
in the flow
kindling
rebirth
rousing
stimulation
uplift
wonder

RENEWAL

awake
bright
clean
flexible/bendy
fresh
invigoration
light / lightness
rejuvenation
replenishment
resilient
revival

HAPPY
bouncy
bright
bubbly
buoyant
cheerful
chipper
content
exaltation
delight
giddy
glad
joyful
radiant
sanguine
sunny
up

PLAYFUL

active
merry
elvish
frisky
full of beans
in high spirits
mischievous
prankish
puckish
saucy

ENGAGEMENT

alert
all ears
aware
curious
eager
delight

EXCITEMENT

agog
alive
amazement
ardent
astonishment
bursting
eager
earnest





Feelings

When Your Needs are Not Being Met



(ANGER)

bilious
bitter
contrary
enmity
explosive
fury
hot
irate
livid
outrage
resentfulness
volcanic

ANNOYANCE

aggravation
crabbit
cranky
dismay
displeasure
exasperation
frustration
grumpy
impatience
irritation

AVERSION

animosity
disgust
dislike
distaste
loathing
repulsion

CONFUSION

ambivalence
asea
at a loss
bewilderment
cloudy
curious
diffuse
disorderly
disorientation
disperse
doubtful
dull
foggy
hazy

hesitant

lost
messy
shock
puzzlement
torn
uncertain

DISCONNECTION

aloof
apart
apathetic
callous
cold
detachment
disenchantment
distant
distraction
empty
flat
indifferent
narrow
numb
unfeeling
withdrawn

DISQUIET

agitation
alarm
concern
disturbance
restless
shock
surprise
turbulent
turmoil
uncomfortable
uneasy
upset
unstable
unsteady
wobbly

EMBARRASSMENT

dizzy
faint

frozen
in a tizz
off-balance
red-faced
self-conscious

FATIGUE

beat
burnt out
drowsy
exhaustion
lethargic
listless
sleepy
sluggish
spent
weak
weary

FEAR

apprehension
caution
dread
fearful
fright
hesitant
panic
skittish
wary
worry

PAIN

aching
agony
anguish
burning
distress
empty
grief
heartache
hurting
lonely
ouch
raw
regretful
remorseful

rough
sick
stinging
sorrowful

SAD

black
blue
dejection
despair
disappointment
discouragement
down
forlorn
gloomy
glum
grim
heavy
hopeless
low
melancholy
mopey
small
solemn
still
teary / tearful
unhappy

TENSION

anxious
constriction
cranky
distress
edgy
fidgety
impatient
irritable
jittery
jumpy
nervous
overwhelm
restless
rigid
squirrelly
stress
taut
torn

VULNERABLE

bare
delicate
fragile
leery
sensitive
shaky
small
tiny
weak
wobbly

YEARNING

desirous
hunger
jealousy
longing
nostalgic
pining
thirst
wistful



Needs



When Your Needs are Being Met

AFFECTION

Closeness
intimacy
love
nurturing
respect
sexual expression
touch
warmth

CREATIVITY / KNOWLEDGE

challenge
creativity
competence
discovery
efficacy
effectiveness
exploration
growth
learning
self-expression
stimulation
to know & be known

FREEDOM / IDENTITY

autonomy
choice
freedom
independence
power with (*vs over*)
self-empowerment
self-expression
space
spontaneity

MEANING / UNDERSTANDING

awareness
clarity
celebration
consciousness
empathy
hope
mourning
purpose
to matter
to hear & be heard
understanding

PARTICIPATION

appreciation
autonomy
belonging
communication
community
companionship
consideration
contribution
cooperation
inclusion
family / friendship
mutuality
respect
support
to see & be seen

TRUTH

acceptance
authenticity
compassion
generosity
honesty
integrity
presence
respect

PEACE

beauty
ease
equality
harmony
inspiration
order

PLAY

celebration
joy
humor
leisure
movement / flow

SAFETY

caring
consistency
health
healthy environment
security
shelter
stability
trust

SUBSISTENCE

air
food
movement/exercise
rest/sleep
shelter
touch
water

Take in the good!



When a need is met, when your cup is being filled, let it sink in. Neuropsychologist Rick Hanson recommends spending 5-20 seconds to actively take in the good.







Colloquial Needs

Needs Language for Real Life

The following are examples of ways to express needs in colloquial language.

AFFECTION	Do you want to be close? Do you want a cuddle?
APPRECIATION	Do you want to know how we feel about what you did? Would you like to know if what you did was a gift?
AUTHENTICITY	You want to say or do what's really in your heart? You want to share what's true for you?
AUTONOMY	You'd like to choose what to do? (How you feel? What you think? What happens with your body?)
CARE/ COMPASSION	Is this really hard for you? You want to know that we care?
CELEBRATION	Would you like to show how happy you feel? Do you want us to join you in celebrating?
COMPETENCE / EFFECTIVENESS	Do you want to be able to do what you want? Do you wish things would turn out more like you plan them? Do you want to be able to make your plans work out?
CONSISTENCY/ TRUST	Do you want people to do what they say they'll do?
CONTRIBUTION	Would you like to be able to help? (Contribute?)
COOPERATION	Do you want everyone to work together as a team?
COMPANIONSHIP	Would you like some company?
CREATIVITY	Do you want to feel your power (maybe strength)? Do you want to explore what you are able to create (make?) Do you want to express yourself this way (with music, art, etc.)? Is it really fun to create something from your imagination?
FREEDOM	Do you want to decide by yourself what works for you?
HONESTY	You want to trust that people say what is true for them?

INCLUSION	Would you like to be a part of what's happening?
MATTERING	Do you want to know that you matter? Do you want everyone to matter? Would you like to know that we care about what you need?
MEANING	Would you like to do things that are important to you?
PARTICIPATION	You want to have a say in what we do? You want to be part of what's going on?
PEACE	Do you want quiet? (Calm? An easy time?)
PLAY	You want to have fun? Do you want to have time without a schedule? Do you want to do just what you feel like doing?
PREDICTABILITY (SAFETY)	Would you like to know what to expect?
PURPOSE	You want to know what this is for?
RESPECT	Do you want to be cared about? Do you want to know that your choice is taken seriously? Do you want to know that you matter? Would you like what you want to be included?
SAFETY/ SECURITY	Do you want to know that you're going to be ok? Would you like to be safe?
STIMULATION	Are you looking for fun or something new to do? Do you want to have an adventure?





Requests

A request helps you go one step in the direction of meeting a need. There are two main types of requests as well as a few key characteristics that are important to remember.

Types of Requests

Connection Request

Sometimes it's helpful to simply check the quality of connection with someone.

A connection request might explore:

- * how something 'lands',
- * if the other person heard you accurately,
- * if you heard the other accurately,
- * what someone is needing.

Action Request

A request of yourself or another for a specific, doable action in the present.

An action request might be for:

- * a specific strategy,
- * a session for brainstorming strategies.

General Tips

1. Use positive, specific language. Say what you do want, not what you don't want. Be specific so that both you and the other know what you're asking.

*Example: Would you agree to send the weekly report to me by Friday at 1 pm?
vs Would you stop being late every single week with your report?*

2. Make a request, not a demand. Are you prepared for a 'no' response?

Request: You may not want a 'no' response, but you can work with it.

Demand: A 'no' response is unacceptable to you. You may believe a 'no' response is wrong, unjust, or otherwise unacceptable.

3. Stay in the present moment.

*Example: Would you re-send the report to Bob with my name as the author?
vs I want you to not have taken credit for my report.*

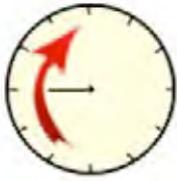
4. Make it 'do-able'. A small request makes it easier for someone to say 'yes'.

*Example: Would you be willing to have a coffee this Friday after work?
vs Would you be willing to have a coffee every day after work this month?*

Tips to Remember



Get Curious, Not Furious



Curious



Furious

Take in the good!

When needs are met, let it sink in.
5-20 seconds each time
several times a day.



Set your Mental Direction

Less skilful

Craving, grasping

Aversion, ill-will
hatred

Dullness, lack of clarity



More skilful

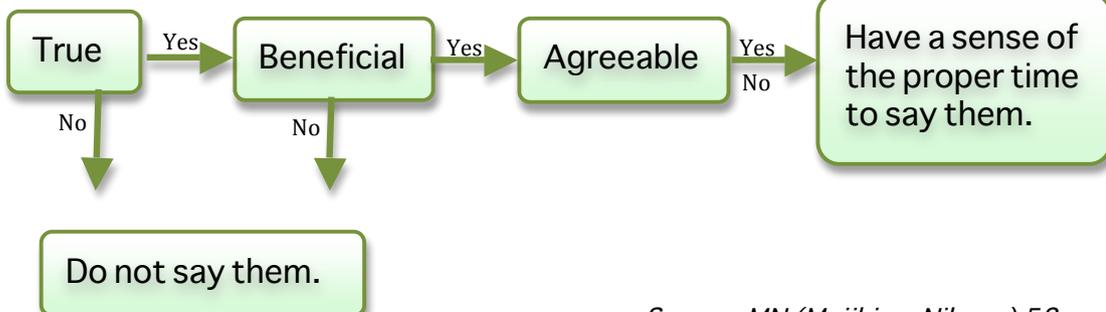
Generosity

Friendliness,
loving-kindness

Clarity, wisdom

To speak or not to speak?

In the case of words that you know to be...



Source: MN (Majjhima Nikaya) 58

Further Resources



Nonviolent/Compassionate Communication

On the web...

www.nvcwiki.com ~ a free online reference and miscellaneous resources
Materials, practice group exercises, and much more.
Available in English, French and German.

www.baynvc.org ~ *San Francisco Bay area Nonviolent Communication*
Numerous links for worksheets, video clips, etc.
Check out BayNVC cable TV Show 'Conflict Hotline' on Youtube.

www.cnvc.org ~ *Centre for Nonviolent Communication*
Info on courses world-wide, including the UK.

www.NVCtraining.com ~ *NVC Academy*
On-line NVC learning. US based, subscription.

www.NVC-UK.com ~ Info on trainings in the UK, mostly in England.

Books...

Nonviolent Communication, A Language of Life, Marshall Rosenberg.

Being Genuine: Stop Being Nice, Start being Real, Thomas d'Ansembourg

How to Talk so Kids will Listen & Listen so Kids will Talk, Adele Faber & Elaine Mazlish
(not specifically NVC but a fantastic resource.)

Practice...

Practice Groups ~ Self-forming, usually 5-8 people meeting 1-2 x per month.
Resources: Lucy Liu's *NVC Companion Workbook*. Claralynn offers phone or Skype sessions are available to provide support, ideas, exercises.

Empathy buddies ~ Self-forming. Can meet in person or on the phone.
Suggested frequency: 1-2 x per month, 60-120 minutes per meeting or call.

Coaching ~ Claralynn Nunamaker, 01309 720 555, Claralynn@kindful.co
In-person (Forres), or by telephone or Skype. 30-60 min sessions, 1-2 times per month.

Further Resources



Buddhism

On the web...

www.accesstoinsight ~ Excellent collections of Suttas.

SuttaCentral.com ~ Early Buddhist texts and translations.

Dharmaseed.org ~ a searchable archive of talks by monastic and lay Buddhist teachers.

AyyaKhemataalks.org ~ a non-searchable archive of talks by Ayya Khema.

Books...

Satipaṭṭhāna, the Direct Path to Realization, Anālayo.

Perspectives on Satipaṭṭhāna, Anālayo.

An Introduction to Buddhist Psychology & Counselling, Padmasiri deSilva.

Practice...

Right Speech

Youtube video <https://www.youtube.com/watch?v=EfLjgWh6hj8> ~ monk Venerable Gavesako talks about using the teachings on Right Speech in the modern world.

MP3 http://ayyakhemataalks.org/Media/Gaia%20House_1990/GA9013.mp3 ~ the 6-minute segment from 23:17–29:53 – Ayya Khema speaks about intention and Right Speech.

Suttas (discourses of the Buddha) on Right Speech...

Magga-vibhanga Sutta, Samyutta Nikaya 45.8 (SN 45.8) ~ four aspects of Right Speech

Vaca Sutta, Anguttara Nikaya 5.198 (AN 5.198) ~ five factors of Right Speech

Abhaya Sutta, Majjhima Nikaya 58 (MN 58) ~ instructions on when (not) to speak

Explanatory note:

AN ~ Anguttara Nikaya, the numerical discourses

MN ~ Majjhima Nikaya, the middle-length discourses

SN ~ Samyutta Nikaya, thematically-linked discourses

My Notes



Key Steps & Distinctions



STEP 1: MENTAL DIRECTION – note & adjust as needed

STEP 2: TIMING – find the right time

STEP 3: OBSERVE vs. INTERPRET / EVALUATE

STEP 4: IDENTIFY FEELINGS & NEEDS vs. HABITUAL RESPONSES

* FEELING vs. NON-FEELING

<i>I feel upset.</i>	<i>vs</i>	<i>I feel misunderstood.</i>
<i>I feel agitation.</i>	<i>vs</i>	<i>I feel you're controlling.</i>
<i>I feel grumpy.</i>	<i>vs</i>	<i>I feel unappreciated.</i>

* NEED vs. STRATEGY

<i>I want space.</i>	<i>vs</i>	<i>I want you to leave.</i>
<i>I need support.</i>	<i>vs</i>	<i>I need you to support me.</i>
<i>I need freedom.</i>	<i>vs</i>	<i>I won't do it.</i>

STEP 5: USE REQUESTS vs. DEMANDS

STEP 6: MAINTAIN NEW STRATEGIES vs. HABITUAL RESPONSES



Now you have the keys ~
enjoy your journey!