



The School of Human Connection

Introductory Course

This course is intended to be taken with the Introductory Course video. The video will instruct you when and how to use each section.

Course Outline

1. Choose Your Conversation
2. Identify Your Intention
3. Locate the Stimulus
4. Identify Feelings: Yours and Theirs
5. Surface the Needs: Yours and Theirs
6. Integrate the Data
7. Generate Some Possible Requests
8. Self Reflect and Journal

Portions of this course have been adapted from and inspired by Nonviolent Communication.



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The School of Conversation**

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1. Choose Your Conversation

Free-write the whole story.

1. Think of one conversation you're dreading, avoiding, or preparing for. Which real, emotionally weighted conversation will you use for this practice?
2. Write freely, unfiltered, messy. Let the story surface.

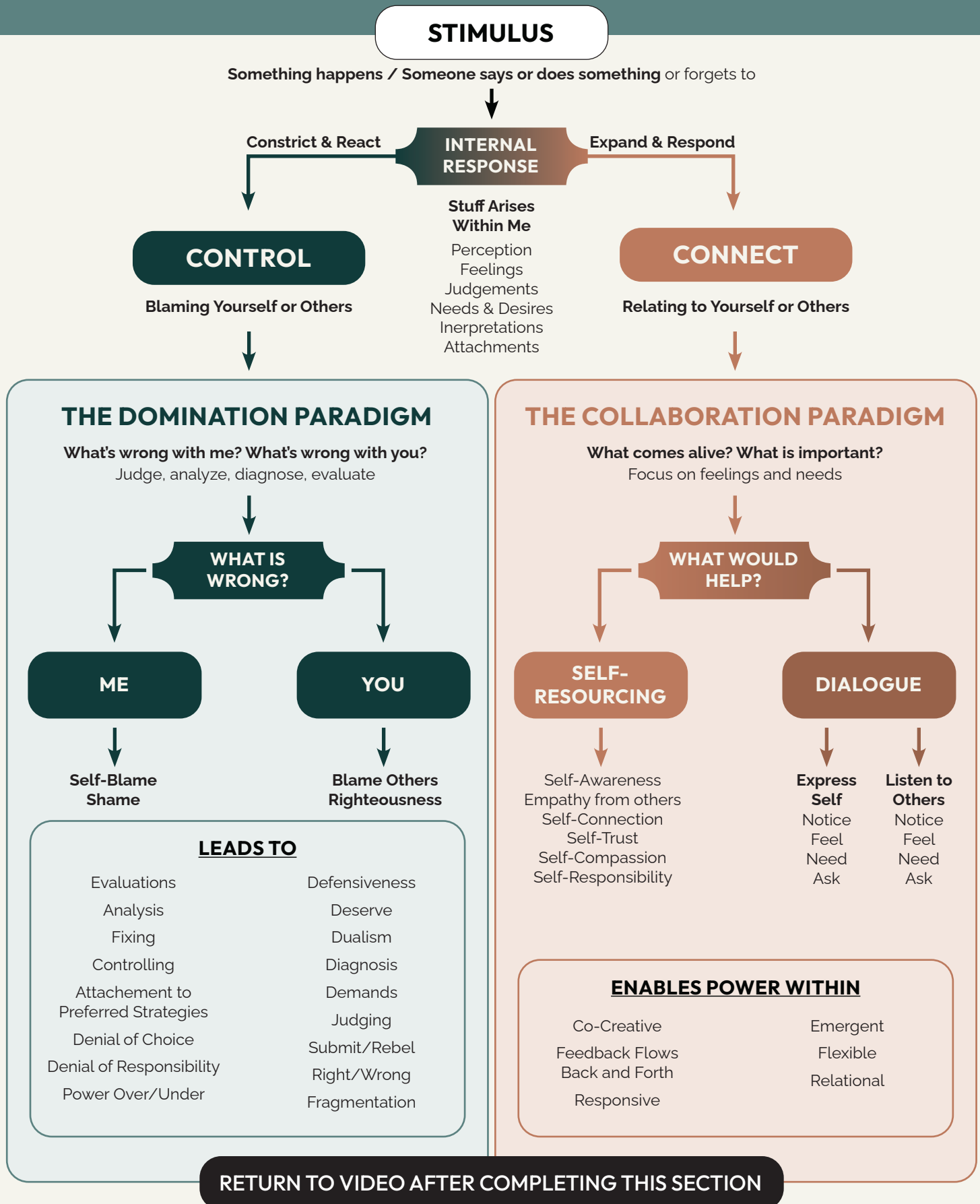
Use these cues:

- What happened?
- What is "wrong with them"?
- What is "wrong with you"?
- What should or shouldn't have happened?
- What should happen next?

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

2. Identify Your Intention

Control or Connect?



3. Locate the Stimulus

Return to your story and sort out judgments from facts.

This will be under 50 words, shorter is better. You're just looking for a micro-moment.

Write a neutral sentence:

- "When I heard you say ____"
- "When I saw ____"
- "When you walked in at ____"

Choose a micro-moment the other person would agree is factually true.

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

4. Indentify Feelings

Yours and Theirs

Answer these questions using the feelings list on the next 3 pages:

1. Which feelings came alive in you in that moment? Try to sense them.

2. Which feelings might have risen in the other person? You're just guessing.

[Continues On Next Page]

Faux Feelings	Feelings	Needs
abandoned	terrified, hurt, bewildered, sad, frightened, lonely	nurturing, connection, belonging, support, caring
abused	angry, frustrated, frightened	caring, nurturing, support, well-being
(not) accepted	upset, scared, lonely	inclusion, connection, community, belonging
attacked	scared, angry	safety
belittled	angry, frustrated, tense, distressed	respect, autonomy, to be seen, acknowledgment
betrayed	angry, hurt, disappointed, enraged	trust, dependability, honesty, honor
blamed	angry, scared, confused, antagonistic, hostile	accountability, causality, fairness, justice
bullied	angry, scared, pressured	autonomy, choice, safety, consideration
cheated	resentful, hurt, angry	honesty, fairness, justice, trust, reliability
coerced	angry, frustrated, frightened, thwarted, scared	choice, autonomy, freedom, act freely
cornered	angry, scared, anxious, thwarted	autonomy, freedom
criticized	in pain, scared, anxious, humiliated	understanding, acknowledgment, recognition
discounted	hurt, angry, embarrassed, frustrated	need to matter, acknowledgment, inclusion
disliked	sad, lonely, hurt	connection, appreciation, understanding
distrusted	sad, frustrated	trust, honesty
dumped on	angry, overwhelmed	respect, consideration
harassed	angry, frustrated, pressured, frightened	respect, space, consideration, peace
hassled	irritated, distressed, angry, frustrated	serenity, autonomy, calm, space

[Continues On Next Page]

Faux Feelings	Feelings	Needs
ignored	lonely, scared, hurt, sad	connection, belonging, inclusion
insulted	angry, embarrassed	respect, consideration, acknowledgment
interrupted	angry, frustrated, resentful, hurt	respect, to be heard, consideration
intimidated	scared, anxiety	safety, equality, empowerment
invalidated	angry, hurt, resentful	appreciation, respect, acknowledgment, recognition
invisible	sad, angry, lonely, scared	to be seen and heard, inclusion, belonging
isolated	lonely, afraid, scared	community, inclusion, belonging, contribution
left out	sad, lonely, anxious	inclusion, belonging, community, connection
let down	sad, disappointed, frightened	consistency, trust, dependability
manipulated	angry, scared, powerless, thwarted, frustrated	autonomy, empowerment, trust, equality, freedom
mistrusted	sad, angry	trust
misunderstood	upset, angry, frustrated	to be heard, understanding, clarity
neglected	lonely, scared	connection, inclusion, participation, community
overpowered	angry, impotent, helpless, confused	equality, justice, autonomy, freedom
overworked	angry, tired, frustrated	respect, consideration, rest, caring
patronized	angry, frustrated, resentful	recognition, equality, respect, mutuality
pressured	anxious, resentful, overwhelmed	relaxation, clarity, space, consideration
provoked	angry, frustrated, hostile, antagonistic, resentful	respect, consideration

[Continues On Next Page]

Faux Feelings	Feelings	Needs
put down	angry, sad, embarrassed	respect, acknowledgment, understanding
rejected	hurt, scared, angry, defiant	belonging, inclusion, closeness, to be seen
ripped off/ screwed	angry, resentful, disappointed	consideration, justice, fairness
smothered/ suffocated	frustrated, scared, desperate	space, freedom, autonomy, authenticity
taken for granted	sad, angry, hurt, disappointed	appreciation, acknowledgment, recognition
trampled	angry, frustrated, overwhelmed	empowerment, connection, community, to be seen
tricked	embarrassed, angry, resentful	integrity, trust, honesty
unappreciated	sad, angry, hurt, frustrated	appreciation, respect, acknowledgment
unheard	sad, hostile, frustrated	understanding, consideration, empathy
unloved	sad, bewildered, frustrated	love, appreciation, empathy, connection
unseen	sad, anxious, frustrated	acknowledgment, appreciation, to be seen, to be heard
unsupported	sad, hurt, resentful	support, understanding
unwanted	sad, anxious, frustrated	belonging, inclusion, caring
used	sad, angry, resentful	autonomy, equality, consideration, mutuality
victimized	frightened, helpless	empowerment, mutuality, safety, justice
violated	sad, agitated, anxious	privacy, safety, trust, space, respect
wronged	angry, hurt, resentful, irritated	respect, justice, trust, safety, fairness

[END OF SECTION 4]

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

5. Surface the Needs

Yours and Theirs

BEING SEEN

appreciation
being known
innocence
recognition
to be seen for one's intentions
to be seen for one's striving
to have one's story told

BELONGING

acceptance
inclusion
participation

CLARITY

communication
comprehension
discernment
information
insight
shared reality
to make sense of one's world

COMMUNITY

companionship
friendship
interdependence
to share life's joys and sorrows

COMPASSION

empathy
forgiveness
grace
kindness

COMPETENCE

accomplishment
agency
effectiveness
efficacy
mastery

CONSIDERATION

acknowledgement
appreciation
honoring
respect
dignity

CONSISTENCY

dependability
predictability
reliability
stability

CONTRIBUTION

to enrich life
to help others
to matter
to serve life
to use one's gifts

EXPRESSION

creativity
differentiation
individuality
novelty

FREEDOM

autonomy
choice
dissent
empowerment
power with one's world
self-determination

HARMONY

beauty
comfort
cooperation
ease
grounding
peace
structure

INSPIRATION

hope
ideals/heroes/guides
imagination
innovation
vision

INTEGRITY

authenticity
honesty
honor
trust

INTIMACY

affection
bonding
closeness
love
presence
tenderness
warmth

MUTUALITY

equality
fairness
justice
shared awareness
shared reality

PHYSIOLOGICAL

clean air & water
fluid/water
fuel/food
health
movement
nutrition
rest/sleep
shelter
touch
wellness

PLAY

aliveness
fun
humor
joy
laughter
passion
sensuality
sexual expression
spontaneity

SELF-CONNECTION

self-awareness
self-care
self-confidence
self-expression
self-forgiveness
self-love
self-worth/esteem

SELF-PROTECTION

boundaries/limits
emotional safety
privacy
safety
security

SUPPORT

encouragement
help
nurturing
reassurance
understanding

TRANSCENDENCE

celebration
communion
faith
flow
goodness
meaning
mourning
purpose
tranquility
unity

Faux Needs (Strategies in disguise)

CONTROL

Trying to meet needs for having power in one's world, security, predictability

MONEY

A strategy for choices, security, freedom, efficiency

TIME

Often confused with needs for choice, meaning, purpose

ATTENTION

Trying to get needs met to be seen, known, to matter

APPROVAL

Trying to get needs met for being valued, appreciated, mattering

VENTING

A strategy for empathy, connection, to be heard, understanding

[END OF SECTION 5]

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

6. Integrate the Data

Sit with your observation, feelings, and needs.

Useing the next the list on the next two pages, reflect on your internal state in this present moment:

1. What are you noticing now? What have you become aware of that you didn't notice at the time?
2. How does this differ from your usual thinking or habits?
3. What insights or questions are emerging? How are you feeling as you think about your feelings and needs, and their possible feelings and needs? How are you likely to talk to them with this new awareness?

Feelings When Needs Are Satisfied

Feelings are like our internal thermometers. They tell us whether our needs are being met or not, and how intensely “up” those needs are for us in any given moment. These lists are not definitive, prescriptive nor exhaustive: please add/delete words to make them your own and to reflect what resonates for you.

AFFECTIONATE

caring
compassionate
considerate
fondness
friendly
kind
loving
open hearted
sympathetic
tender
understanding
warm

CONFIDENT

adventurous
collected
composed
empowered
liberated
open
poised
proud
safe
secure
self-assured
unshaken
upbeat

ENGAGED

absorbed
alert
curious
enchanted
engrossed
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

EXCITED

amazed
animated
ardent
aroused
astonished
dazzled
eager
energetic
enthusiastic
invigorated
lively
passionate
surprised
vibrant

EXHILARATED

blissful

breathless
ecstatic
elated
electrified
enthralled
exuberant
radiant
rapturous
thrilled

GRATEFUL

appreciative
moved
thankful
touched
uplifted

HOPEFUL

anticipative
assured
cheering
encouraged
enthused
expectant
favorable
optimistic

INSPIRED

amazed
awed

humbled
motivated
wonder

JOYFUL

amused
buoyant
delighted
glad
gleeful
happy
jubilant
lighthearted
merry
pleased
tickled

REFRESHED

awake
enlivened
rejuvenated
renewed
rested
restored
revived

PEACEFUL

alive
at ease
benevolent

calm
carefree
centered
chilled out
clear headed
comfortable
content
cozy
equanimous
fulfilled
grounded
mellow
present
quiet
relaxed
relieved
satisfied
serene
soothed
still
tranquil
trusting

Faux Feelings (Needs often confused as feelings)

SAFE

If my need for safety is met, I might be feeling relaxed, open or cal

HEARD

If my need to be heard is met, I might be feeling satisfied, receptive or happy

APPRECIATED

If my need to be appreciated is met, I might be feeling delighted, joyful and hopeful

Feelings When Needs Are Not Satisfied

AFRAID

apprehensive
doubtful
dread
foreboding
frightened
mistrustful
panicked
petrified
scared
suspicious
terrified
wary
worried

ANGRY

enraged
furious
incensed
indignant
irate
livid
outraged
resentful

ANNOYED

aggravated
disgruntled
dismayed
displeased
exasperated
frustrated
impatient
irked
irritated

AVERSION

animosity
appalled
contempt
disgusted
dislike
hate
horrificed
hostile
repulsed

CONFUSED

ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DEPRESSED

sad
dejected
despair
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless
lousy
melancholy
wretched

DISCONNECTED

alienated
aloof
apathetic
bored
cold
detached
distant
distracted
dull
indifferent
numb
removed
uninterested
withdrawn

DISQUIET

agitated
alarmed
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
flustered
guilty
humiliated
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

TENSE

anxious
cranky
distraught
distressed
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
wistful

Faux Feelings (Interpretations Confused as Feelings)

ATTACKED

If I think you're attacking me, I might be feeling scared, hurt or vulnerable

CRITICIZED

If I think you're criticizing me, I might be feeling anxious, indignant or hurt

LEFT OUT

If I think you're leaving me out, I might be feeling sad, disappointed - or delighted

USED

If I think you're using me, I might be feeling wary, resentful or upset

[END OF SECTION 6]

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

7. Generate Some Possible Requests

Shift into collaboration and co-creation.

List a few **positive, doable, present-moment requests** that might move the conversation forward.

Try using:

- “What if we...?”
- “How would it be if...?”
- “Could we try...?”
- “Would you be willing to...?”

RETURN TO VIDEO AFTER COMPLETING THIS SECTION

8. Self Reflect and Journal

Complete after video on your own.

As you imagine holding both sets of needs with care:

1. Who do you want to be in this next conversation? What would it look like to show up in integrity with your own values, regardless of how they might respond?
2. What intention are you choosing now?
3. What supports you in speaking from your grounded, courageous presence?

END OF COURSE

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