

Listening with needs

Instructions

1 Be Present

In Step 1. Speaker and Listener choose to listen to one story from one person. Choose a story that evokes 'strong' feelings. When you have several stories that evoke feelings, make sure that these other stories will not distract you (both listener and speaker) from listening to the chosen story.

Extra: When you think about your (unpleasant) story, where in your body do you experience unpleasant sensations / stress / pain. Remember this place and sensation. When you found what wants to be heard, you will notice there will also be a change in what you experience physically. When there is no change, there is probably still something that wants to be heard / found.

2 Tell story / Repeat

Write down the story in your own words. Try to limit yourself to the part of the story that evoked the (unpleasant) feelings. Sometimes the history of the people involved (including you) is important. At the same time it helps to limit yourself to the essentials. We deliberately limited this box to help you focus on what's really important.

Extra: Let the listener (or you, when you listen to yourself) repeat the story and/or read the story out loud. On the one hand this increases the level of being heard the speaker experiences. On the other hand it helps to get clarity about the most important thoughts and /or important parts that need or be added.

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Feeling connected to the story 1
| Very unpleasant | | neutral | | Very pleasant |

The story 2

Words for feelings 3a

Thoughts that evoke strongest feelings 3b
1.
2.
3.

Needs 4a

Needs that want most attention 4b
1.
2.
3.

Enough? YES

Enough? YES

Possible strategies to fulfil your needs 5

	You	People Neutral	Involved
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Developed by Drs. Hugo A. Roelle, author of the Book of Needs and co-founder of www.kommunikasie.org

5 Analysis and Strategies

Look at your situation and try to find 3 possible solutions / strategies that could help you to fulfil your needs at a higher level. In these strategies three types of people can do something:

- You
- Neutral people
- People directly involved and often not neutral (for instance the person who did or said something that made you feel angry or sad).

Extra: Evaluate your strategies with the following questions: Will it work? Will the result be good enough? Do you have the support (people), resources and energy to do it? Will it also fulfil your other needs?

6 Action

Do the things connected to your strategies. When it involves the support and / or participation of others use the worksheet 'Speaking with Needs'.

3 Feelings and Thoughts

In this step you try to find the thought that created your (unpleasant) feeling(s). Follow the arrow back and forth between feelings (3a) and thoughts (3b):

- When strong feelings come up: **Which thought is connected to that feeling?**
- When thoughts come up: **How does this thought make you feel?**

When you find different words for feelings, find a thought for each feeling. When you have different thoughts, find feelings for each thought. Order your thoughts (3b) based on which one evokes the strongest feeling. Continue this process until thoughts and feelings have been expressed and heard 'enough'.

Extra: a story often involves a series of thoughts. Thought 1: someone closes the door with more noise than normal. Thought 2: this person is angry. Thought 3: I did something that made this person angry. Thought 4: this person doesn't like me. Which thoughts come up after the initial 'observation' depend on your background and history. Continue looking for thoughts until you find a thought that evokes a feeling that's equally strong (or stronger) than your answer in Step 1.

4 Needs

In this step you try to find the 'Universal Needs' connected to the thoughts in your story that evoke the strongest feelings. It takes practise to see the difference between universal needs and other things that people want. For people who recently started using 'needs' in their communication, we suggest to use tools like the 'Flower of Needs', 'Deck of Needs' and other carefully selected sets of words.

Extra: Universal needs are needs that every person on the planet has. If your 'need' involves a specific person (for instance your partner), specific action or specific time (for instance NOW), you found something that we call a strategy. Ask yourself if a woman called Pauline living in Melbourne, whom you don't know, could have the same 'need' as you have. Use the 'strategy' in Step 5. In this step you try to find a need that the universal woman Pauline could have too.

MORE ?

The 6 Steps on this sheet follow 'The Empathy Path' which is based on a model for listening first described in the Book of Needs by Hugo A. Roelle and Matthew Rich-Tolsma. More info can be found on www.kommunikasie.org.