

From Conflict to Cooperation

Week 2 Handouts: 7 Steps to Empathy

1: Ask yourself, “*What am I feeling?*” Refer to the feelings list if you want to.

2: Ask, “*What do I need?*” This may be a physical need, but look beyond that to what’s underlying it. Refer to the needs list. Identifying your own authentic needs is not easy, especially if you are a primary caregiver and/or raised as a helper.

3: Give yourself empathy: Hear your feelings and needs and acknowledge them without judgment.

4: Sense your body. Be present with what arises. Give it space.

5: Ask (or guess at) what a loved one is feeling and needing. Listen.

6: In your own words, reflect back to your loved one what you heard. Ask if you got it right. You can also do this non-verbally with a sound, gesture or gaze.

7: Give them space. Don’t try to fix anything. Offer unconditional positive regard.

Repeat these steps as often as possible.

It gets easier with practice.



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Week 2 Handouts: Feelings List 1

Feelings when needs are being met:

Safe	Encouraged	Touched	Fulfilled
Content	Exuberant	Friendly	Spry
Comfortable	Joyful	Affectionate	Energized
Refreshed	Confident	Warm	Rejuvenated
Rested	Cheerful	Compassionate	Full
Alert	Elated	Tender	Hopeful
Invigorated	Optimistic	Nurtured	Connected
Exuberant	Overjoyed	Amorous	Relaxed
Alive	Delighted	Open	_____
Relaxed	Enthusiastic	Loving	_____
Curious	Serene	Appreciative	_____
Interested	Calm	Thankful	_____
Engaged	Expansive	Grateful	_____
Intent	Composed	Invigorated	_____
Involved	Tranquil	Alive	_____
Absorbed	Easeful	Inspired	_____
Fascinated	Blissful	Stimulated	_____
Easy	Content	Playful	_____
Satisfied	Clear	Motivated	_____
Glad	Radiant	Eager	_____
Excited	Peaceful	Amused	_____
Happy	Secure	Adventurous	_____



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Week 2 Handouts: Feelings List 2

Feelings when needs are unmet:

Embarrassed	Fatigued	Anxious	Afraid
Uncomfortable	Confused	Suspicious	Agitated
Uneasy	Aggravated	Upset	Hostile
Hurt	Anguished	Alarmed	Mad
Dull	Jittery	Frustrated	Embittered
Distant	Anxious	Skeptical	Infuriated
Pained	Depressed	Terrified	Enraged
Disinterested	Lonely	Heavy	Reluctant
Dismayed	Insecure	Shocked	Fearful
Troubled	Disappointed	Unhappy	_____
Sad	Worried	Horrorified	_____
Aloof	Bitter	Paralyzed	_____
Bored	Scared	Hesitant	_____
Lethargic	Perplexed	Uninterested	_____
Miserable	Nervous	Angry	_____
Exhausted	Irritated	Sleepy	_____
Withdrawn	Exasperated	Disturbed	_____
Tired	Gloomy	Edgy	_____
Overwhelmed	Despairing	Disheartened	_____
Apathetic	Unsteady	Furious	_____
Weary	Distressed	Annoyed	_____



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Week 2 Handouts: Needs List

Basic human needs:

Inclusion	Morality	Beauty	Self-Expression
Intimacy	Trust	Communion	Self-Esteem
Belonging	Understanding	Ease	Stimulation
Nurturing	Respect	Equality	To matter
Respect	Warmth	Harmony	Understanding
Cooperation	Air	Inspiration	Autonomy
Communication	Food	Order	Choice
Closeness	Movement	Meaning	Freedom Space
Community	Exercise	Awareness	Spontaneity
Companionship	Rest/Sleep	Celebration	Problem Solving
Compassion	Safety	Challenge	_____
Consideration	Shelter	Clarity	_____
Consistency	Touch	Competence	_____
Sensuality	Water	Consciousness	_____
Mutuality	Honesty	Contribution	_____
Safety	Authenticity	Creativity	_____
Growth	Integrity	Discovery	_____
Efficacy	Presence	Hope	_____
Effectiveness	Play	Learning	_____
Security	Joy	Mourning	_____
Stability	Humor	Participation	_____
Support	Peace	Purpose	_____

