# Four Choices for Responding to a Difficult Message

### Judgmental (Jackal) Ears Out

Blame, criticism or contempt of the other.

### Reactions from Anger

"It's your fault"		"You are <u>(criticism)</u>	"
"You should (not) have		"You have to	.,,
"You deserve	<u>(pe</u>	ain/punishment)_"	

# Judgmental (Jackal) Ears In

Blame, criticism or contempt of oneself.

### Reactions from Guilt, Shame, or Depression

"It's my fault."		"I am <u>(criticism</u>	<u>)</u> ."
"I should (not) have	<b>,,</b>	"I have to	"
"I deserve	_(pain/pu	nishment)_"	

## Generative (Giraffe) Ears In

Focusing on own experience with openness and warmth.

Owning thoughts, feelings, wants.

Acknowledging one's wants without demanding a specific outcome.

# Responses from Authenticity and Self-empathy

"Ouch!"

"I notice that I am feeling <u>(emotion or physical sensation)</u>." "What is important to me right now is <u>(universal need)</u>." "I am having <u>(my reaction/feeling)</u> because I need/value\_\_\_\_\_." "I am noticing right now I would prefer \_\_\_\_."

### **Generative (Giraffe) Ears Out**

Focusing on another's experience with warmth, resonance and compassion.

### Responses from Empathy

"Are you feeling <u>(emotion or physical sensation)</u>." "Are you wanting <u>(their request or value)</u>." "So, (universal need) is important to you?" "Are you (feeling) because you need/value (universal need)?"

Inspired by the work of Marshall Rosenberg, Ph.D., developer of Nonviolent Communication © 2019 peaceworks Jim and Jori Manske CNVC Certified Trainers