## The Four Ds of Disconnection

Each of the 4 Ds is a tragic expression of an unmet need.

Category/Form	Meaning	Behavior/Example	What might be the <u>Need of the speaker?</u>
DIAGNOSIS Who is what? They (I) never or always Whenever	Labeling, criticizing, Putdowns, insults, shaming	"You only care about money." "S/he is lazy." "I feel attacked." "What a jerk!"	
DENIAL OF RESPONSIBILITY Who is to blame? Who is at fault? I have to I can't I should(n't) I feel because you	Denial of choice or capacity to respond victimhood, blaming, attributing the cause of one's feelings or actions to someone else or circumstances	"I have to do what the boss says!" "It is your fault!" "I drink because I am an alcoholic." "S/he made me do it." "You made me mad."	,
DEMAND Do it or else. This is the only way.	Threat of blame or punishment for lack of compliance.	"Get that proposal out by 5 pm or find another job!" "Shut up or I'll smack you!"	
DESERVE Who deserves what? Who should be punished or rewarded?	Judging who is right or wrong, and thus has "earned " punishment or reward.	<ul> <li>"Since you didn't complete the proj you can't go on vacation!"</li> <li>"You owe me."</li> <li>"Because you were good, you get a</li> <li>"S/he deserves to be killed since s/h</li> </ul>	dessert."

© 2016 Jim & Jori Manske, CNVC Certified Trainers in Nonviolent Communication radicalcompassion.com cnvc.org 505.344.1305 radicalcompassion@gmail.com Based on the work of Marshall Rosenberg, Ph.D. and Lucy Leu, CNVC Certified Trainer