



# *ENGAGING USING COMPASSIONATE COMMUNICATION*

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## SCENARIO #1

You're rushing to make a 9 a.m. meeting with a co-worker.

You arrive at the meeting location at 8:58 a.m. It's 9:10 and your co-worker hasn't arrived nor have you received any messages from them.

It's 9:20 when co-worker arrives.

## SCENARIO #1

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

### Thoughts

They're rude  
They're a jerk.

### Feeling

Irritated  
Frustrated  
Disappointed

### Strategies

Sarcasm  
Rolling your eyes  
Avoid

## OBSERVATION

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

### Thoughts

They're rude  
They're a jerk.

### Observation

You and your co-worker have agreed to meet at 9 a.m. It's 9:20 when co-worker arrives.

## OBSERVATION - FEELING

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

### Thoughts

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### Feeling

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Frustrated  
Disappointed

# FAUX FEELINGS

- Abandoned
- Accepted
- Attacked
- Blamed
- Betrayed
- Cornered
- Criticized
- Disrespected
- Dumped on
- Hassled
- Ignored
- Insulted
- Intimidated
- Isolated
- Invalidated
- Left out
- Manipulated
- Misunderstood
- Neglected
- Overworked
- Pressured
- Put down
- Rejected
- Ripped off
- Threatened
- Tricked
- Unheard
- Unimportant
- Unseen
- Unwanted
- Used

When I think I am \_\_\_\_\_,

I feel \_\_\_\_\_.

## Observation – Feeling - Need

### Situation

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### Observation

You and your co-worker have agreed to meet at 9 a.m. It's 9:20 when co-worker arrives.

### Feeling

Irritated  
Frustrated  
Disappointed

### Need

Punctuality  
(i.e., to be on time for my next appointment)

## Observation – Feeling – Need – Request

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

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### Observation

You and your co-worker have agreed to meet at 9 a.m. It's 9:20 when co-worker arrives.

### Feeling

Irritated  
Frustrated  
Disappointed

### Need

Punctuality  
(i.e., to be on time for my next appointment)

### Request

Positive  
Do-able  
In the present  
Request for action  
Request for connection



## Observation – Feeling – Need – Request

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

#### Observation

Are you in a space where I can give you some feedback?

When you arrived at 9:20

#### Feeling

I felt a bit irritated

#### Need

because I need to be on time for my next appointment at 10

#### Request for Action

Next time if something comes up for you, could you tell me sooner?

## Observation – Feeling – Need – Request

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

### Request for Action

Are you in a space where I can give you some feedback?

Next time if something comes up for you, could you tell me sooner?

### Feeling

I'm a bit anxious

### Need

Because I have a meeting at 10 and we're not getting as long to engage here as planned.

### Request for Connection

How does that land for you?

## Observation – Feeling – Need – Request

### Situation

You're rushing to make a 9 a.m. meeting with a co-worker. You arrive at the meeting location at 8:58 a.m. Your co-worker arrives at 9:20.

### Request for Action

Are you in a space where I can give you some feedback?

Next time if something comes up for you, could you tell me sooner?

### Need

I need to be on time for my next appointment at 10, and I also want to make sure to have enough time to talk with you.

### Request for Connection

How does that sound to you?

## HONEST SELF-EXPRESSION MODEL

- Observing the situation without evaluation/judgment
- Expressing my feelings without judgment/thought
- Expressing my needs without strategies
- Expressing my request

## EMPATHY MODEL

**When you see / hear/ remember . . .**

**do you feel . . . .**

**and you need . . . ?**

**Would you like me to . . .**

# Questions