



FEELINGS tell us if our needs are met or not.

| | | | | | |
|---------------|--------------|---------------|-----------------|--|--|
| Glad | Amazed | Energetic | Open | Thoughts | Blessed Lucky Loved Deserving |
| | Affectionate | Enthusiastic | Optimistic | | |
| | Calm | Excited | Peaceful | | |
| | Comfortable | Grateful | Relaxed | | |
| | Content | Happy | Relieved | | |
| | Curious | Hopeful | Satisfied | | |
| | Delighted | Interested | Tender | | |
| | Ecstatic | Inspired | Thankful | | |
| | Encouraged | Intrigued | Thrilled | | |
| | Joyful | | | | |
| Sad | Blah | Lost | Thoughts | Rejected (not) Accepted Betrayed Dismissed Left out Unappreciated | |
| | Depressed | Numb | | | |
| | Discouraged | Puzzled | | | |
| | Disappointed | Reluctant | | | |
| | Down | Torn | | | |
| | Hurt | Unhappy | | | |
| | Lonely | | | | |
| Mad | Angry | Grumpy | Thoughts | Abused Blamed Cornered Ripped off Unappreciated | |
| | Annoyed | Irritated | | | |
| | Bitter | Resentful | | | |
| | Cranky | Ticked Off | | | |
| | Frustrated | Upset | | | |
| | Furious | | | | |
| Bad | Ashamed | Overwhelmed | Thoughts | Dumped on Pressured Put down | |
| | Bored | Stressed | | | |
| | Confused | Surprised | | | |
| | Embarrassed | Shocked | | | |
| | Envious | Tired | | | |
| | Exhausted | Impatient | | | |
| | Indifferent | | | | |
| | | | | | |
| Afraid | Agitated | Suspicious | Thoughts | Attacked Bullied Cornered Harassed Intimidated | |
| | Anxious | Skeptical | | | |
| | Apprehensive | Scared | | | |
| | Cautious | Timid | | | |
| | Concerned | Troubled | | | |
| | Fidgety | Uncomfortable | | | |
| | Guarded | Uptight | | | |
| | Nervous | Vulnerable | | | |
| | Panicky | Worried | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Adapted from Lasater, I. (2010) *Words That Work in Business*. Encintas, CA, PuddleDancer Press.



NEEDS are universal.
NEEDS make no reference to any specific person doing any specific thing.

| | | | |
|----------------------------|---|--|--|
| Connection | Acceptance Acknowledgment Affection Appreciation Community Compassion/Empathy Connection Consideration | Friendship Help/Support Inclusion Intimacy Kindness Love Reassurance | Respect Shared reality To have your intentions seen To be Heard Trust Understanding |
| Meaning | Accountability Celebration Clarity Competence Contribution Creativity | Dependability Effectiveness Efficiency Hope Learning/Growth Meaning/Purpose | Mourning Participation Resourcefulness Self-Expression Stimulation To Matter/Belong |
| Peace | Balance Beauty/Aesthetics Congruence Ease/Comfort Equality | Flexibility Harmony Inspiration Order | Peace Predictability Security Structure |
| Autonomy | Autonomy Choice | Freedom Power in your world | Responsibility |
| Honesty | Authenticity Dignity | Honesty Integrity | To be seen |
| Physical Well-Being | Air Food Health/Well-being | Nurturance Privacy Protection | Rest/Relaxation Safety Shelter Space |
| Play | Fun & Play | Humor | Spontaneity |

GROK Cards from GROK, Inc. (www.groktheworld.com)
 More comprehensive list from © 2005 by Center for Nonviolent Communication (www.cnvc.org)