# Communicate to Reach Agreement Worksheet

## Name: Date:

**Part 1: Identify Feelings and Needs**

Choose an important conversation you need to have with someone involved in your transfer. Use the lists of words on following pages to help you identify your feelings *and* your needs. Connect the feelings you have with a need you want to address. Then write a one or two sentence statement that clearly defines your feelings and needs.

*Feeling*: I am feeling….

*Need*: I need…

*Statement*:

**Part 2: Practice expressing feelings and needs.** Using the same conversation, write down what you want to say, your feelings about it, and the needs they represent.

1. Who is the individual you will have an important conversation with?
2. What is the topic of the conversation?
3. What do you want to say?
4. What feelings arise?
5. What needs are being met? What needs are unmet?
6. Write a statement expressing your feelings and needs.
7. Share this with a partner. Could they reflect back what you need? What feelings did they notice? How did your request make them feel?

# Universal Human Needs

|  |  |  |
| --- | --- | --- |
| **Well-being** | **Connection** | **Self-Expression** |
| **Safety** confidence comfort consistency courage equanimity order predictability  protection from harm security  stability shelter trust reliability | **Care** acceptance affection  appreciation fairness justice  closeness kindness love importance nurturing unconditional valuing dignity warmth touch | **Freedom**  adventure  self-actualization aliveness autonomy  choice courage creativity fun  independence innovation joy  happiness wonder discovery |
| **Health** abundance balance exercise movement flexibility food  water air shelter  prosperity simplicity  sleep wellness | **Empathy** awareness acknowledgment communication compassion consideration presence recognition receptivity seeing  being seen sensitivity understanding | **Honesty** authenticity congruence dependability integrity trust openness power  empowerment realness reliability respect |
| **Peace** beauty calm ease flow energy vitality  enthusiasm exuberance fun  joy harmony humor play  rejuvenation rest | **Community** belonging companionship  collaboration, cooperation friendship  fellowship support inclusion equality home hospitality welcoming reciprocity partnership team synergy | **Meaning** Achievement success appreciation gratitude mourning challenge contribution effectiveness excellence mastery Learning purpose structure discipline clarity  wisdom |

**Human Feelings**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Peaceful** tranquil calm content engrossed absorbed serene loving blissful satisfied relaxed relieved quiet carefree composed fulfilled | **Loving** Warm affectionate tender appreciative friendly sensitive  compassionate grateful nurtured trusting  open thankful radiant adoring passionate | **Glad** happy excited hopeful joyful satisfied delighted  encouraged grateful confident inspired proud exhilarated optimistic | **Playful** energetic invigorated zestful refreshed impish alive  lively exuberant giddy adventurous mischievous jubilant goofy buoyant electrified | **Interested** involved inquisitive enriched absorbed alert astonished concerned curious eager enthusiastic fascinated intrigued surprised helpful |
| **Mad** impatient pessimistic disgruntled frustrated irritable grouchy agitated exasperated disgusted irked cantankerous bitter  angry hostile violent | **Sad** Lonely heavy troubled helpless gloomy  overwhelmed distant despondent discouraged distressed disheartened sorrowful unhappy depressed dejected | **Scared** afraid fearful terrified startled nervous jittery anxious worried insecure shocked  apprehensive dread jealous desperate suspicious | **Tired** exhausted fatigued lethargic indifferent weary overwhelmed fidgety helpless sleepy reluctant passive bored | **Confused** frustrated hesitant uncomfortable withdrawn embarrassed hurt  uneasy irritated suspicious puzzled restless detached skeptical |

\* The Feelings and Needs lists are adapted from Mediate Your Life LLC. [www.mediateyourlife.com](http://www.mediateyourlife.com/)

**Part 3: To support effective negotiations – make a request instead of a demand. Directions:** Think of a demand you would like to make of someone in your transfer.

1. Write a demanding statement.
   * Example: “You should run the farm the way I have”
2. Change the statement to start with “I”.
   * Example: “I want you to run the farm the way I have.”
3. Using the same statement, make an effective request.

State a **connection** (ask for or give empathy) and a **solution** (a way to meet your needs). Remember effective requests are:

* + Specific
  + Doable
  + Result in a positive action
    - Example: **Connection to feelings and needs** – “I am worried there won’t be income to support my retirement. I need to feel secure that will be taken care of.”
    - **Solution**: Preference - “I want you to run the business the way I have.” Request – “Can we set up a time to talk through the pros and cons of this idea?”

1. Prepare for an answer. What will you do if you get a *no*?
   * Suggestion: Ask for more information. “Can you tell me more about why” or “Would you think about it and we can talk later?”

## Part 4: Understand Another’s Point of View

**Directions:** Now put yourself in the shoes of the same individual you identified in Part 1. Think about the topic from their point of view. Answer the questions and then review your responses.

1. What feelings might arise for this person if you raise the topic noted above?
2. What needs are being met? What needs are unmet?
3. After thinking about the conversation from the other person’s point of view, how would you change what you want to say?
4. Optional: Share your reflections with your partner.