FOUR CHOICES
WHEN HEARING A DIFFICULT MESSAGE

Judgmental (Jackal) Ears Out
Blame or criticize the other person
"It's your fault."
"You are _________."
"You should _______."
Voice of Anger

Judgmental (Jackal) Ears In
Blame or criticize yourself
"It's my fault."
"I am _________."
"I should _______."
Voice of Guilt, Shame and Depression

Generative (Giraffe) Ears In
Connect to your internal experience of feelings and needs
"I'm feeling_______
because I need/value_______."
Voice of Self-Empathy

Generative (Giraffe) Ears Out
Connect to the feelings and needs of the other person
"Are you feeling _______
because you're valuing/needings______?"
Voice of Empathy

Based on the work of Marshall B. Rosenberg, author of Nonviolent Communication: A Language of Life
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