



2022 Annual Spring Conference

Teaching Twofer: Using Nonviolent Communication to Teach Feedback to Residents and Improve Precepting by Faculty

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“Observation without evaluation is the highest form of intelligence.” – Jiddu Krishnamurti

The Nonviolent Communication Framework for Feedback

When you. . . I feel. . . I need . . . Please (request). . .

Our feedback process:

- A list of preceptors who haven't received feedback recently is given to residents who will be attending the session
- Residents select the preceptors to receive feedback based on their (the residents') interaction with preceptors on the list
- “Raw” feedback is collected from residents and placed on the spreadsheet
- The raw feedback is discussed and converted into the NVC format
- The processed (and not the raw) feedback is delivered to the preceptor
- No one else sees the feedback

Example:

Raw Feedback	When you...	We feel...	We need...	Please...
(not given to preceptor)	(Observation)	(Feeling)	(Need)	(Request)
X frequently takes over the visit with Portuguese-speaking patients	Speak Portuguese to patients in the exam room while precepting us	Feel left out, diminished, not competent, and inferior.	To be seen as the patient's primary physician and need to know what you discussed with the patient.	Check in with us before speaking another language to see what our preference is.
X often chit-chats with us about our lives	take time to get to know Resident in personable way	comfortable, optimistic about the session, valued, equal, confident,	this to continue	please keep treating us with dignity

To learn more:

- Rosenberg M. *Nonviolent Communication: A Language of Life*. 2003, Puddledancer Press. ISBN 1-892005-03- 4
- Leu L. *Nonviolent communication companion workbook: A practical guide for individual, group, or classroom study*. 2015, PuddleDancer.
- Connor JM, Wentworth R. (12–14 July 2012). *Training in Collaborative Communication in an Organizational Context: Assessment of Impact*. Psychologists for Social Responsibility 30th Anniversary Conference. Washington DC.
- Wacker R, Dziobek I. Preventing empathic distress and social stressors at work through nonviolent communication training: A field study with health professionals. *J Occupat Health Psychol*. 2018 Jan;23(1):141.

Feelings/Emotions – Partial List

(internal sensations, without reference to thoughts, interpretations)

This list is a collaborative effort of many, and adapted from Marshall Rosenberg’s original list

The following are words we use when we want to express a combination of mental states and physical sensations. This list is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

A. Feelings we may experience when our needs are being met

AFFECTIONATE

Compassionate
friendly
loving
openhearted
sympathetic
tender
warm

CONFIDENT

empowered
open
proud
safe
secure

ENGAGED

absorbed
alert
curious
engrossed
enchanted
entranced
fascinated
interested
intrigued
involved
spellbound
stimulated

EXCITED

amazed
animated
ardent
aroused
dazzled
eager
energetic
enthusiastic
giddy
invigorated
lively
passionate
surprised
vibrant

EXHILARATED

blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled

GRATEFUL

appreciative
moved
thankful
touched

HOPEFUL

expectant
encouraged
optimistic

JOYFUL

amused
delighted
glad
happy
jubilant
pleased
tickled

INSPIRED

amazed
awed
wonder

PEACEFUL

calm
clearheaded
comfortable
centered
content
equanimity
fulfilled
mellow
quiet
relaxed
relieved
satisfied
serene
still
tranquil
trusting

REFRESHED

enlivened
rejuvenated
renewed
rested
restored
revived



B. Feelings we may experience when our needs are not being met

AFRAID

apprehensive
dread
foreboding
frightened
mistrustful
panicked
petrified
scared
suspicious
terrified
wary
worried

ANNOYED

aggravated
dismayed
disgruntled
displeased
exasperated
frustrated
impatient
irritated
irked

ANGRY

angry
enraged
furious
incensed
indignant
irate
livid
outraged
resentful

AVERSION

Animosity
appalled
contempt
disgusted
dislike
hate
horrified
hostile
repulsed

CONFUSED

ambivalent
baffled
bewildered
dazed
hesitant
lost
mystified
perplexed
puzzled
torn

DISCONNECTED

alienated
aloof
apathetic
bored
cold
detached
distant
distracted
indifferent
numb
removed
withdrawn

DISQUIET

agitated
alarmed
discombobulated
disconcerted
disturbed
perturbed
rattled
restless
shocked
startled
surprised
troubled
turbulent
turmoil
uncomfortable
uneasy
unnerved
unsettled
upset

EMBARRASSED

ashamed
chagrined
flustered
mortified
self-conscious

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable
regretful
remorseful

SAD

depressed
dejected
despair
despondent
disappointed
discouraged
disheartened
forlorn
gloomy
heavy hearted
hopeless

melancholy
unhappy
wretched

TENSE

Anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery
nervous
overwhelmed
restless
stressed out

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
wistful



Universal Human Needs – Partial List

(without reference to specific people, time, actions, things)

Subsistence and Security

Physical Sustenance

Air
Food
Health
Movement
Physical Safety
Rest / sleep
Shelter
Touch
Water

Security

Consistency
Order/Structure
Peace (external)
Peace of mind
Protection
Safety (emotional)
Stability
Trusting

Freedom

Autonomy

Choice
Ease
Independence

Power

Self-responsibility
Space
Spontaneity

Leisure/Relaxation

Humor
Joy
Play
Pleasure
Rejuvenation

Connection

Affection

Appreciation
Attention
Closeness
Companionship
Harmony
Intimacy
Love
Nurturing
Sexual Expression
Support
Tenderness
Warmth

To Matter

Acceptance
Care
Compassion
Consideration
Empathy
Kindness
Mutual Recognition
Respect
To be heard, seen
To be known, understood
To be trusted
Understanding others

Community

Belonging
Communication
Cooperation
Equality
Inclusion
Mutuality
Participation
Partnership
Self-expression
Sharing

Meaning

Sense of Self

Authenticity
Competence
Creativity
Dignity
Growth
Healing
Honesty
Integrity
Self-acceptance
Self-care
Self-connection
Self-knowledge
Self-realization
Mattering to myself

Understanding
Awareness
Clarity
Discovery
Learning
Making sense of life
Stimulation

Meaning

Aliveness
Challenge
Consciousness
Contribution
Creativity
Effectiveness
Exploration
Integration
Purpose

Transcendence

Beauty
Celebration of life
Communion
Faith
Flow
Hope
Inspiration
Mourning
Peace (internal)
Presence

This list builds on Marshall Rosenberg's original needs list with categories adapted from Manfred Max-Neef. Neither exhaustive nor definitive, it can be used for study and for discovery about each person's authentic experience.