

Bringing It All Together Into One Communication Framework



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Johns Hopkins Bloomberg School of Public Health

Overarching Communication Framework: Observations and Feelings

- ▶ **Observations:** without judgment, noticing what is happening for them and for you
- ▶ **Feelings:** what emotions are being expressed, felt, and communicated by them and you
 - ▶ E.g., afraid, calm, annoyed, happy

Empathic
Listening



Honest
Expression

Source: Rosenberg, M. B. (2015). *Nonviolent communication: A language of life: Life-changing tools for healthy relationships*. Encinitas, CA: PuddleDancer Press. Image source: Center for Teaching and Learning, Johns Hopkins Bloomberg School of Public Health.

Overarching Communication Framework: Needs and Requests

- ▶ **Needs:** requirements for living a good life
 - ▶ E.g., physical well-being, independence, safety, to be understood, understanding
- ▶ **Requests:** what you are wanting from the other person or what they are wanting from you

Empathic
Listening



Honest
Expression

Source: Rosenberg, M. B. (2015). *Nonviolent communication: A language of life: Life-changing tools for healthy relationships*. Encinitas, CA: PuddleDancer Press. Image source: Center for Teaching and Learning, Johns Hopkins Bloomberg School of Public Health.

Example: Applying the Overarching Communication Framework

Contact: <i>I can't stay home for two weeks. I need to see my kids and make sure they're alright.</i>	Directly expressing a need
You: <i>I hear you when you say you need your kids to be OK.</i>	Paraphrase the need
Contact: <i>They're who I live for. What if I can't... [silence]</i>	Indirectly expressing fear
You: [Gently] <i>You're scared you won't be able to provide.</i>	Reflect that emotion
Contact: <i>Yes, what am I supposed to do?</i>	Expressing a request
You: <i>You're needing guidance. Would you be willing to let me refer you to some people who could help?</i>	Observing their request and offering to answer that request

Example: Failing to Use the Communication Framework

Annette: *I'm worried all of my friends are gonna get sick. Do you know if they'll be OK?*

Drew: *Well, that's not really why I am calling. I just need to get some information from you and tell you how to quarantine yourself for the next two weeks.*

Annette: *Two weeks?! I need to go shopping! I need to go to work. I can't stay home for two weeks. What am I supposed to do?*

Drew: *That's what we're asking everyone who's been around someone with coronavirus to do.*

Annette: *Well, you're no help!*

*Video: Failing to
Use the
Communication
Framework*

Review: Failing to Use the Communication Framework

Annette: <i>I'm worried all of my friends are gonna get sick. Do you know if they'll be OK?</i>	
Drew: <i>Well, that's not really why I am calling. I just need to get some information from you and tell you how to quarantine yourself for the next two weeks.</i>	Drew is not paying close attention to Annette. He fails to hear her emotion (i.e., worry and fear), her need (i.e., reassurance), or her request (i.e., more information about the severity of the disease).
Annette: <i>Two weeks?! I need to go shopping! I need to go to work. I can't stay home for two weeks. What am I supposed to do?</i>	
Drew: <i>That's what we're asking everyone who's been around someone with coronavirus to do.</i>	Again, Drew does not observe Annette's emotions (i.e., anger), her needs (i.e., food) or requests (i.e., advice on what to do)
Annette: <i>Well, you're no help!</i>	

Example: Correctly Using the Communication Framework

Annette: *I'm worried all of my friends are gonna get sick. Do you know if they'll be OK?*

Amy: *You're scared for your friends—of course. You need to know they're gonna be OK. For right now, let's take this step by step. Why don't I tell you what I know, and then we can go from there, OK?*

Annette: *Alright...but I really can't stay home, if that's what you're gonna ask me to do. I...I have bills to pay.*

Amy: *I hear you. You need to make sure you've got enough to stay on top of things. I have some resources that might help, if you'd be willing to let me share them later?*

Annette: *Yeah, that'd be great.*

Amy: *Great, thanks so much Annette. This is a really difficult time, so I appreciate you talking with me today. First, I'm hoping you can help me answer a few questions. Would you be willing to do that?*

Annette: *I guess so...*

Amy: *So, first, how are you feeling today?*

*Video: Correctly
Using the
Communication
Framework*

Review: Correctly Using the Communication Framework

Annette: <i>I'm worried all of my friends are gonna get sick. Do you know if they'll be OK?</i>	
Amy: <i>You're scared for your friends—of course. You need to know they're gonna be OK. For right now, let's take this step by step. Why don't I tell you what I know, and then we can go from there, OK?</i>	Amy observed and reflected Annette's emotions (i.e., worry and fear), her need (i.e., reassurance), and her request (i.e., more information). Amy ended with a checking question to ensure Annette is in agreement.
Annette: <i>Alright...but I really can't stay home, if that's what you're gonna ask me to do. I...I have bills to pay.</i>	
Amy: <i>I hear you. You need to make sure you've got enough to stay on top of things. I have some resources that might help, if you'd be willing to let me share them later?</i>	Amy confirmed that they hear Annette. Then, Amy paraphrased Annette's emotions (i.e., worry and fear) and need (i.e., ability to pay bills). Amy ends with a checking question.
Annette: <i>Yeah, that'd be great.</i>	
Amy: <i>Great, thanks so much Annette. This is a really difficult time, so I appreciate you talking with me today. First, I'm hoping you can help me answer a few questions. Would you be willing to do that?</i>	Amy expressed their emotion (i.e., gratitude), need (i.e., data from Annette), and request (i.e., "would you be willing to" help answer these questions?)
Annette: <i>I guess so...</i>	
Amy: <i>So, first, how are you feeling today?</i>	