

to matter and belong



.\ /.  
Nobody ever  
listens to me!

What happened to the CO  
in cohousing?  
~

When the need to matter and belong becomes jeopardized,  
there is potential for conflict.

.\ /.  
I NEVER WANTED TO  
LIVE HERE  
IN THE FIRST PLACE!

/. .\  
*This place  
is not  
for me!*

## Remember:

- Conflict is natural. Expect it.
- Feelings come and go. Impossible to sustain.
- We can live with unmet needs.
- There are ways to move forward.
- Empathy is our best friend.

Let's learn about empathy.

# EMPATHY

IS:

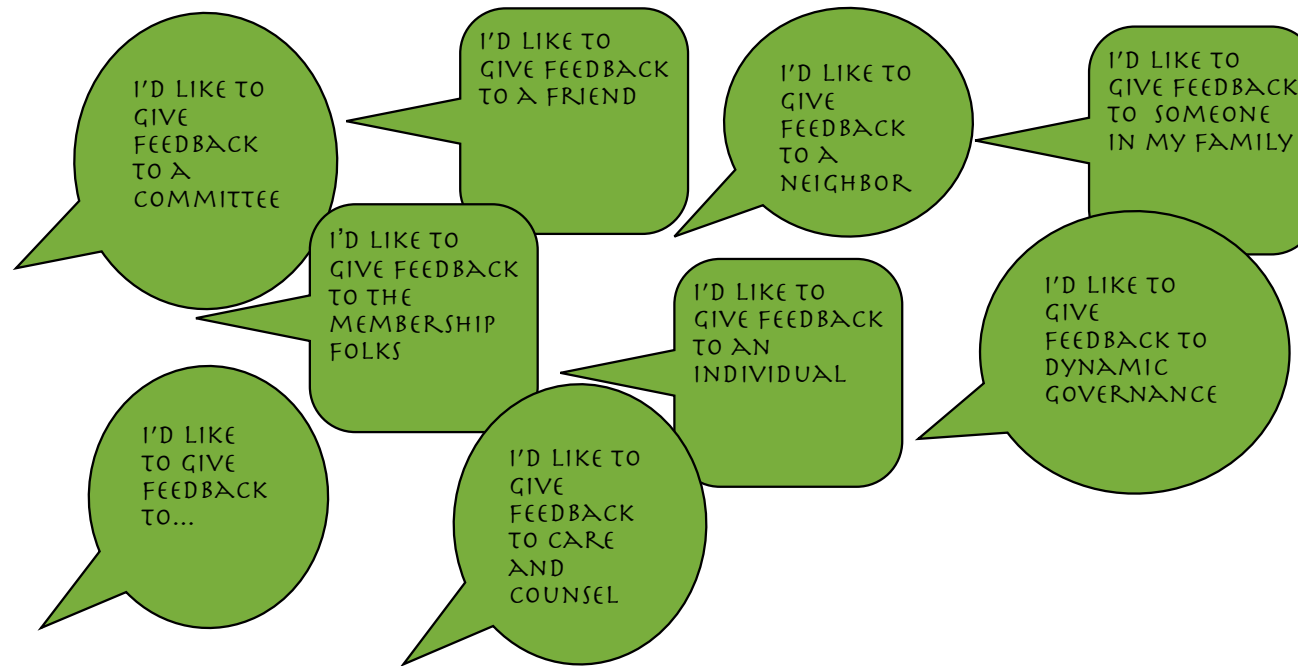
- UNDERSTANDING
- STAYING W/THE PRESENT
- CONNECTION
- A QUALITY OF PRESENCE
- CARING ATTENTION
- LISTENING W/ WHOLE BEING
- FOLLOWING
- GUESSING
- TRANSLATING INTO FEELINGS & NEEDS
- BEING
- ACCOMPANYING
- RESONATING

IS NOT:

- FIXING
- ANALYZING
- CONTENT
- IDENTIFYING
- PHYSICALLY COMFORTING
- INTERROGATING
- LEADING
- KNOWING
- EDUCATING
- DOING
- SEPARATING
- DAMPENING

Once we understand empathy,  
we can use a tool called a FEEDBACK FORM.

# COMMUNITY FEEDBACK FORM



MY EXPERIENCE:

WHAT I APPRECIATE:

WHAT I WAS HOPING FOR & WHY IT MATTERS TO ME:

# Principles of Effective Feedback

- Engage willingness to receive feedback.

Checking to see if the willingness is there, and especially being willing to postpone the offering until a time when the willingness is there, tends to increase the experience of mattering and thereby is likely to contribute to more openness. Meanwhile, one may request some empathy from a member of Care & Counsel.

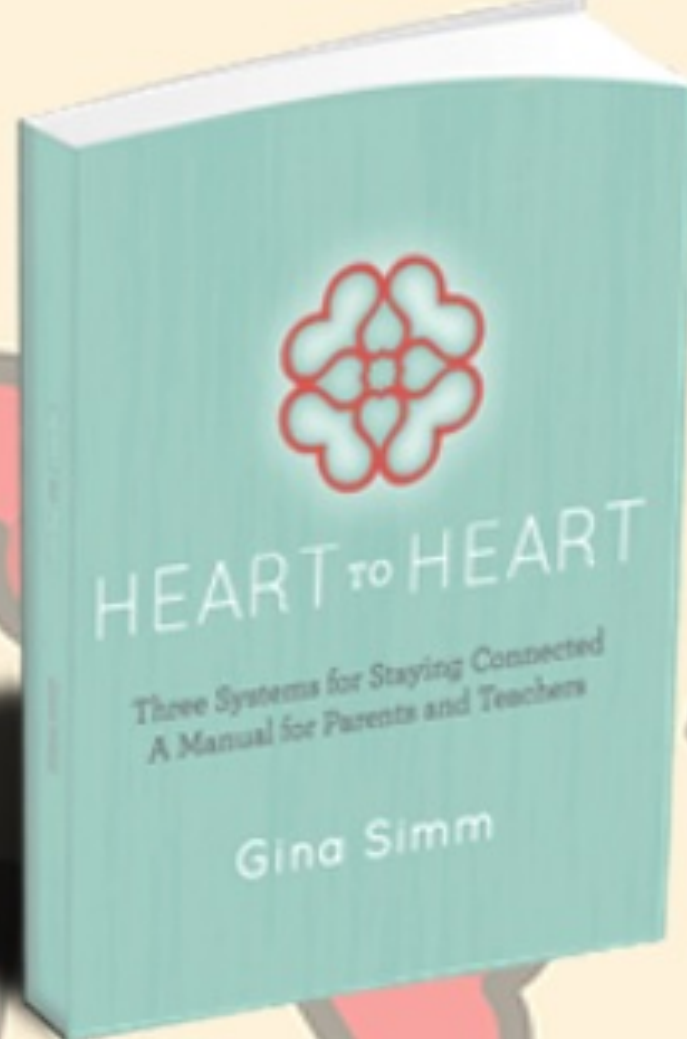
- Invite feedback in the other direction.

This encourages collaboration and self-responsibility.

- Use specific & concrete observational language when describing your experience.

Connecting feedback to tangible moments plays a key role in helping the receiver understand & connect w/feedback. This applies to both satisfaction & dissatisfaction.





I wish I could sell you an actual physical book! That was my plan pre-Covid19.  
But of course our physical world is being navigated so differently now.  
So our virtual world is, for now, more of the norm.

Here is the info. for learning about and purchasing online:

[www.teachingfromyourheart.org](http://www.teachingfromyourheart.org)