

A TOOLKIT FOR PROFESSIONALS

MINDFULNESS AT WORK

Identifying Your Needs

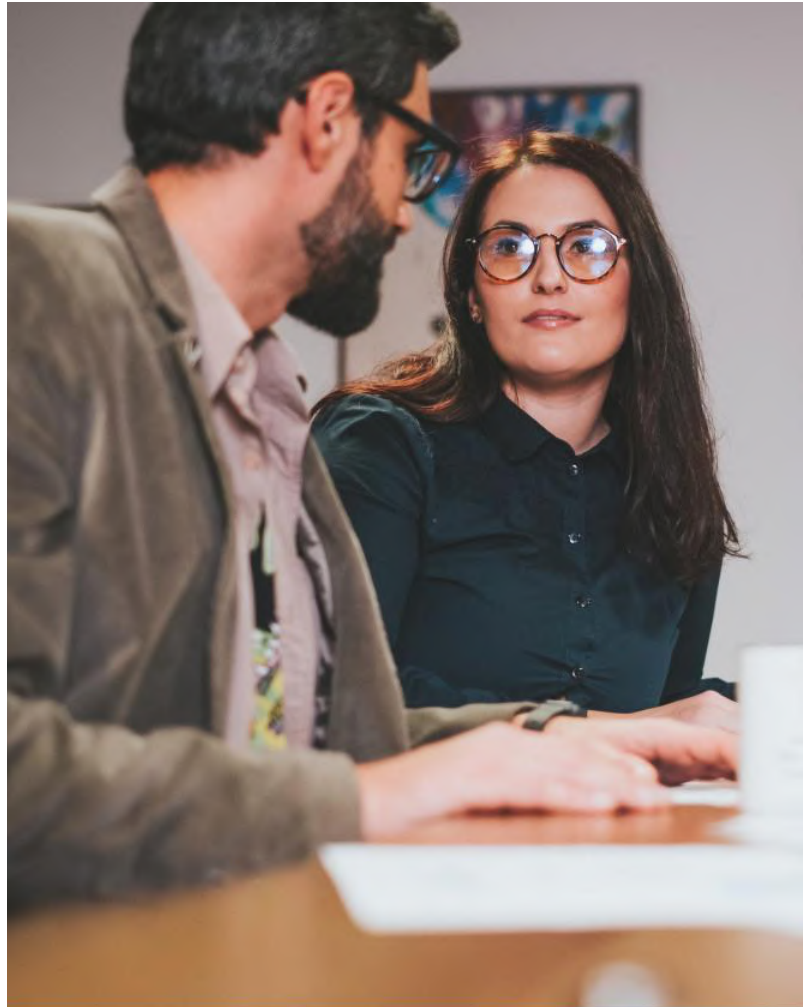
When we find ourselves in disagreement with a colleague or someone else at the workplace, it can be helpful to identify the underlying needs that feel unmet. Mindful awareness of our needs and the needs of others can fuel connection, healing, and understanding.

CHANGING THE CONVERSATION...

- ▶ If you find yourself in a situation in which two sides are struggling to understand one another, take a pause. Inquire: **Beneath the surface of what I am saying, what are the needs I wish to be met?**
- ▶ Underlying needs may include (but are certainly not limited to): belonging, boundaries, clarity, community, compassion, consideration, efficacy, empathy, equality, freedom, inclusion, independence, integrity, security, self-expressions, support or trust.
- ▶ Once you have identified your underlying needs, become curious about the unmet needs of the other: **Beneath the surface of what is being said, what needs might this other person be advocating for?**
- ▶ Ask the other person what is most important to them. Find out with greater certainty what is beneath the surface of what they are saying.
- ▶ Observe how this increased awareness of underlying needs shifts the tone and direction of your conversation.

"The more we identify what's important in a situation, the more we're able to work together to make peace."

Oren J. Sofer



TRUTHS ABOUT NEEDS:

- Two competing needs can be valid at the same time
- With creativity and compromise, there's usually room to meet multiple needs
- Acknowledging another's needs does not make your own wrong or less important