

Feelings Versus Evaluations Masquerading as Feelings

From Words That Work in Business, 2nd Edition pages 175-179.

Evaluative Word	Feeling(s)	Need(s)
abandoned	terrified, hurt, bewildered, sad, frightened, lonely	nurturing, connection, belonging, support, caring
abused	angry, frustrated, frightened	caring, nurturing, support, emotional or physical well-being, consideration, for all living things to flourish
(not) accepted	upset, scared, lonely	inclusion, connection, community, belonging, contribution, peer respect
attacked	scared, angry	safety
belittled	angry, frustrated, tense, distressed	respect, autonomy, to be seen, acknowledgment, appreciation
betrayed	angry, hurt, disappointed, enraged	trust, dependability, honesty, honor, commitment, clarity
blamed	angry, scared, confused, antagonistic, hostile, bewildered, hurt	accountability, causality, fairness, justice
bullied	angry, scared, pressured	autonomy, choice, safety, consideration
caged/boxed in	angry, thwarted, scared, anxious	autonomy, choice, freedom
cheated	resentful, hurt, angry	honesty, fairness, justice, trust, reliability
coerced	angry, frustrated, frightened, thwarted, scared	choice, autonomy, freedom (to act freely, to choose freely)
cornered	angry, scared, anxious, thwarted	autonomy, freedom

criticized	in pain, scared, anxious, frustrated, humiliated, angry, embarrassed	understanding, acknowledgment, recognition, accountability, nonjudgmental communication
discounted/ diminished	hurt, angry, embarrassed, frustrated	acknowledgment, inclusion, recognition, respect, to matter
disliked	sad, lonely, hurt	connection, appreciation, understanding, acknowledgment, friendship, inclusion
distrusted	sad, frustrated	trust, honesty
dumped on	angry, overwhelmed	respect, consideration
harassed	angry, frustrated, pressured, frightened	respect, space, consideration, peace
hassled	irritated, distressed, angry, frustrated	serenity, autonomy, to do things at my own pace and in my own way, calm, space
ignored	lonely, scared, hurt, sad, embarrassed	connection, belonging, inclusion, community, participation
insulted	angry, embarrassed	respect, consideration, acknowledgment, recognition
interrupted	angry, frustrated, resentful, hurt	respect, to be heard, consideration
intimidated	scared, anxious	safety, equality, empowerment
invalidated	angry, hurt, resentful	appreciation, respect, acknowledgment, recognition
invisible	sad, angry, lonely, scared	to be seen and heard, inclusion, belonging, community
isolated	lonely, afraid, scared	community, inclusion, belonging, contribution

left out	sad, lonely, anxious	inclusion, belonging, community, connection
let down	sad, disappointed, frightened	consistency, trust, dependability, consistency
manipulated	angry, scared, powerless, thwarted, frustrated	autonomy, empowerment, trust, equality, freedom, free choice, connection, genuineness
mistrusted	sad, angry	trust
misunderstood	upset, angry, frustrated	to be heard, understanding, clarity
neglected	lonely, scared	connection, inclusion, participation, community, care, to matter, consideration
overpowered	angry, impotent, helpless, confused	equality, justice, autonomy, freedom
overworked	angry, tired, frustrated	respect, consideration, rest, caring
patronized	angry, frustrated, resentful	recognition, equality, respect, mutuality
pressured	anxious, resentful, overwhelmed	relaxation, clarity, space, consideration