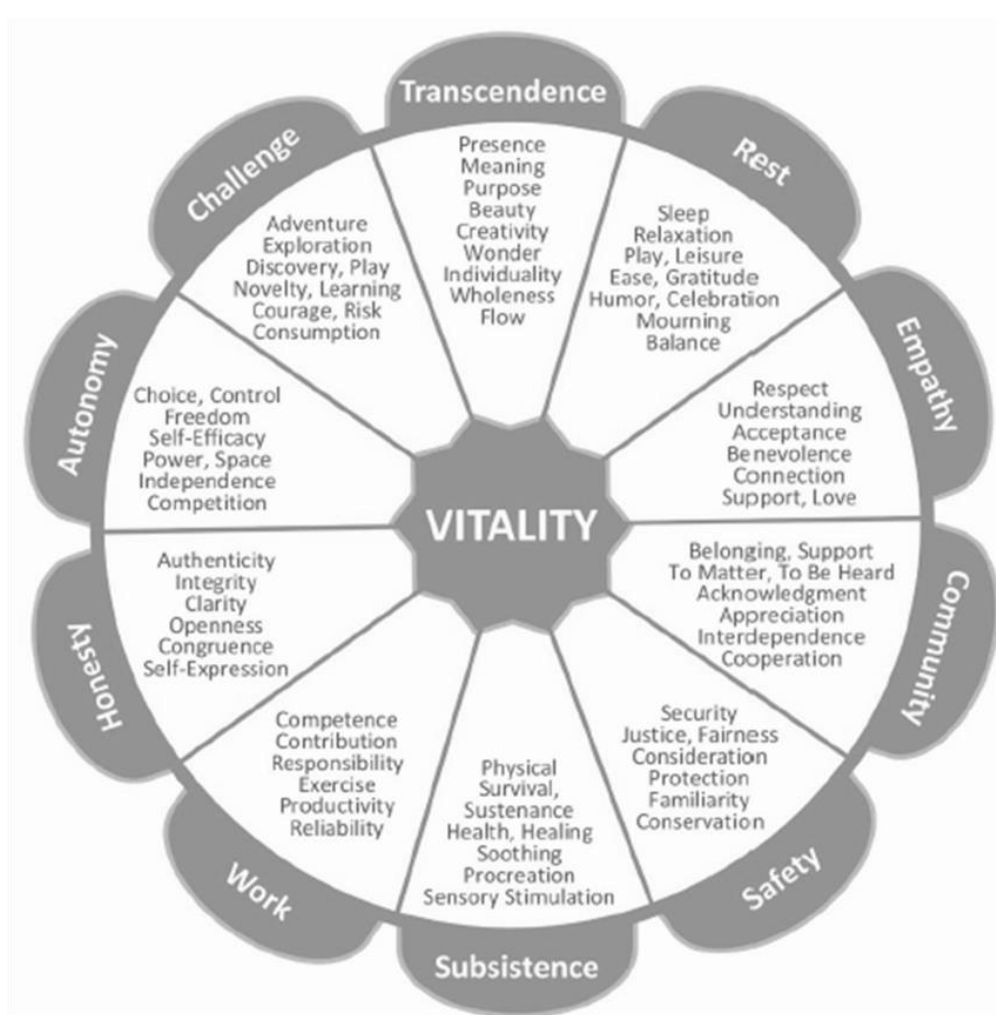


## Identifying Underlying Needs

This tool will help you gain a deeper understanding of the underlying needs we all have but may not openly or knowingly express. Needs make no reference to any specific person doing any specific thing. Needs can also be referred to as values, desires, or aspirations.

The Wheel of Universal Human Needs is a visual representation of a person’s overarching needs (outer ring of petals in dark gray) with words commonly used to describe them listed in the center. You may notice a patient use these words when you are listening with empathy, or you may intuit these needs from what they are saying. Page 2 of this handout is designed to help you check your understanding of what’s important to the patient.

### The Wheel of Universal Human Needs



Inspired by the work of Manske J, Manske J. 2005. <http://radicalcompassion.com>. Accessed May 16, 2016.  
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## Expressing needs in conversational language

The following list gives examples of how needs may be expressed in conversational language. As written, these questions might be used to check your understanding of a patient’s needs. They can also be used as a springboard to further discussion. Think about a patient who starts asking questions about a mammogram in an angry voice. The clinician guesses that what’s important to her is autonomy. He might ask, “Would it help to know that you really have a choice in whether to undergo this test?” In this example, the clinician translates the word “autonomy” into the word “choice” and then uses it in conversation.

AFFECTION	Do you want to be close?
APPRECIATION	Do you want to know that what you did is important?
AUTHENTICITY	Do you want to say what’s really in your heart?
AUTONOMY	Would you like to choose what to do?
CELEBRATION	Would you like to show how happy you feel?
COMPANIONSHIP	Would you like some company?
COMPASSION	Do you want to be heard about how special or hard this is for you?
COMPETENCE	Do you want to really know, or show me, that you can do it?
CONSISTENCY	Do you want to be able to count on this happening the same way each time?
CONTRIBUTION	Would you like to be able to help or share?
COOPERATION	Do you want everyone to work together as a team?
CREATIVITY	Do you want to explore what you can create?
EFFECTIVENESS	Do you want to be able to make things change?
EQUALITY	Do you want the same for everyone?
FREEDOM	Do you want to decide, by yourself, what is good for you?
HONESTY	Do you want to trust that what is said is true?
IDENTITY	Do you want to find out what you like? Do you want to try different things and have the freedom to decide in another way if you didn’t feel comfortable with it?
INCLUSION	Would you like to be a part of what’s happening?
MOURNING	Do you want to show how sad you feel?
MUTUALITY	Do you want to share the same ideas or beliefs?
ORDER	Do you want to find things easily? Do you want to know what’s going on around you?
PARTICIPATION	Do you want to have a say in what we do?
PEACE	Do you want quiet? ...or calm? ...or an easy time?
PURPOSE	Would you like something important to do?
RECREATION	Do you want to have any time without a schedule?
SECURITY	Do you want to know that you’re going to be ok?
STIMULATION	Are you looking for fun, or for something new to do?

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Source: AMA. *Practice transformation series: listening with empathy*. 2016.