

Introduction and Overview

NonViolent Communication (NVC)

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NVC

- NonViolent or Compassionate Communication_{SM}
- Applies to all aspects of Life

Outline

- Exploring 4 Communication Elements or Steps using NVC
- Identifying the Blame Game in Our Language
- Focusing on What We want to Gain rather than Get Rid Of.

NVC

- Founder / Creator:
Marshall Rosenberg PhD
- Centre for NonViolent
Communication (CNVC)
- International 'Not-for-
Profit' based in New
Mexico
- www.cnvc.org



Purpose

- Create a Quality of Connection where everyone's Needs can be met, Joyfully and Peacefully.”
- NVC is a pathway to liberation and consciousness cleverly masquerading as a communication model.

Four Elements

1. Making Factual Observations
2. Identifying True Feelings
3. Connecting to Universal Needs
4. Making Action Requests

Expressed as 4 Steps

NVC Distinctions

- **Observations** vs Interpretations
- **Feelings** vs Judgements
- **Needs** vs Strategies
- **Requests** vs Wishes or Demands

Interpretations

- Interpretations are evaluations.
They contain labels, judgements, analysis, diagnosis, criticism and blame.
- Barriers to connection.
Usually create more conflict.

The Ladder of Inference



Adapted from Chris Argyris and Peter Senge

Observation vs Interpretation

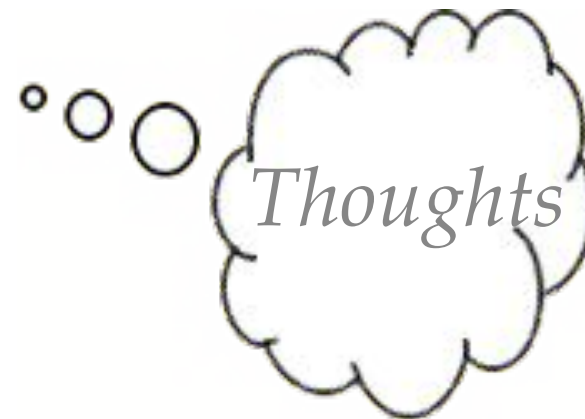
Observation is Fact

- What I can see or hear & can physically touch me. Movie Camera could record.



Interpretation is Story

- Thoughts I have constructed about the behaviour or event.



Observation?

1. Mary works too hard.
2. Mary has taken work to lunch each day for the past two weeks.
3. Mary is a workaholic. She's a real candidate for burnout.



Observation?

1. Henry hit the table with his fist.
2. Henry is angry, and acting aggressively.
3. Henry slammed his fist on the table.



Observation?

1. You can rely on Susan.
2. Susan has completed all of her tasks for the project by the required time.
3. Our best worker is Susan. She's our Wonder Woman.



4 Steps

1. Making Factual Observations
2. Identifying True Feelings
3. Connecting with Universal Needs
4. Making Action Requests

Feelings vs Thoughts

- Ignored
- Disrespected
- Manipulated
- Unsupported
- Left Out
- Let Down
- Rejected
- Blamed
- Diminished
- Used
- Cheated
- Misunderstood

Feelings

Needs not met

- Afraid
- Confused
- Annoyed
- Embarrassed
- Fatigued
- Sad
- Frustrated
- Disappointed

Needs met

- Joyful
- Excited
- Engaged
- Hopeful
- Appreciative
- Enthused
- Curious
- Happy

Needs/Motivators

- Inclusion & Belonging
- Appreciation & Recognition
- Challenge & Achievement
- Choice / Autonomy
- Trust & Accountability
- Growth & Learning
- Power & Influence
- Meaning & Purpose
- Equality

NEEDS

- Needs stand alone
- They don't include any person or action

Needs vs Strategies

1. I need a holiday?
2. I need you to listen?
3. I need support to complete this project?

Requests Include

- Specific Action or Words
- Doable
- Positive
- Present

Clear Request?

1. I'd like you to be honest with me.
2. I just want you to listen.
3. Would you tell me three things you liked in my presentation?
4. From now on, you answer the phone.

Requests

Are Strategies
to meet Needs - PLATO

- Person
- Location
- Action
- Time
- Object

Intention

Flow

Higher Purpose

-er

Observations

Empathic Listening to Others

Feelings

Asserting Authentically Honestly

Needs

Requests

of

Empathy for Self

Life

Connection

Classic NVC

- O: When I hear you talking to Jimmy (classmate) when he is trying to read.
- F: I feel concerned...
- N: Because I value care and consideration.
- R: Would you be willing to stop talking to Jimmy / come and talk with me.

Assertiveness/Empathy

- Self-empathy leads to assertiveness
- Assert authentically & honestly, absent of blame, judgement, labels or criticism
- Empathic Listening to others; key to connection, collaboration, conflict prevention and resolution

Empathy at Work

***“YOU ARE
ALWAYS LATE...”***

***an NVC skit
by Scotter***

Summary

- **Observations, Feelings, Needs & Requests** = Clarity, Authenticity and Empowerment
- Skillful Way to Listen with Empathy
- Assertiveness includes the willingness and skill to 'empathically' listen to others

Closing

- For Free Resources: E.G. Feelings & Needs Handouts and more go to:
www.MetaCommuniCate.com