



Nonviolent Communication

giraffe
language

compassionate
communication

collaborative
communication

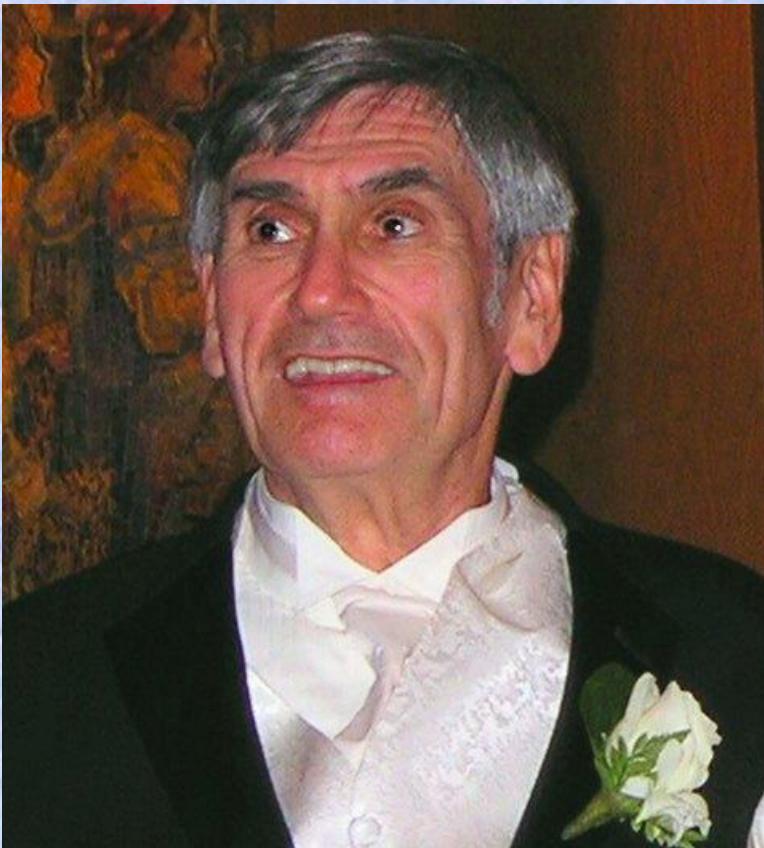


Dofinansowane przez
Unię Europejską

Nonviolent Communication (NVC)

An approach to communication based on the principles of nonviolence. It is not an attempt to end disagreements, but rather a method that aims to increase empathy and improve the quality of life of those who utilize the method and the people around them. Nonviolent Communication evolved from concepts used in person-centered therapy, and was developed by clinical psychologist Marshall Rosenberg beginning in the 1960s and 1970s.

Marshall Rosenberg



The purpose of Nonviolent Communication is to help us connect with ourselves and others in a way that makes compassionate given natural. It is not about convincing people to do what we want but to create a connection with another person where everyone's needs are met.

https://www.youtube.com/watch?v=8sjA90hvnQ0&ab_channel=BigIdeasGrowingMinds

There are four components to practice nonviolent communication:

- **observation**
 - **feelings**
 - **needs**
 - **requests**

OBSERVATION

These are facts (what we are seeing, hearing, or touching) as distinct from our evaluation of meaning and significance. NVC discourages static generalizations. It is said that "When we combine observation with evaluation, others are apt to hear criticism and resist what we are saying." Instead, a focus on observations specific to time and context is recommended.

FEELINGS

These are emotions or sensations, free of thought and story. These are to be distinguished from thoughts (e.g., "I feel I didn't get a fair deal") and from words colloquially used as feelings but which convey what we think we are (e.g., "inadequate"), how we think others are evaluating us (e.g., "unimportant"), or what we think others are doing to us (e.g., "misunderstood", "ignored"). Feelings are said to reflect whether we are experiencing our needs as met or unmet. Identifying feelings is said to allow us to more easily connect with one another, and "Allowing ourselves to be vulnerable by expressing our feelings can help resolve conflicts."

NEEDS

These are universal human needs, as distinct from particular strategies for meeting needs. It is posited that "Everything we do is in service of our needs." Marshall Rosenberg refers to Max-Neef's model where needs may be categorised into 9 classes: sustenance, safety, love, understanding/empathy, creativity, recreation, sense of belonging, autonomy and meaning. For more information, the Center for Nonviolent Communication has developed a *needs inventory*.

REQUESTS

Requests are distinguished from demands in that one is open to hearing a response of "no" without this triggering an attempt to force the matter. If one makes a request and receives a "no" it is not recommended that one gives up, but that one empathizes with what is preventing the other person from saying "yes," before deciding how to continue the conversation. It is recommended that requests use clear, positive, concrete action language.

NVC – basics in practice

https://www.youtube.com/watch?v=ywHALUmPwjU&ab_channel=ExpertAcademy

Jackal and Giraffe language

https://www.youtube.com/watch?v=INdKgBPEI-8&t=88s&ab_channel=Sprouts

**When living in — and relating from —
the consciousness of Nonviolent
Communication, we embody the
following attitudes:**

Self-connection

We relate to ourselves and the world from a still place within — a place of compassion, truth, clarity, and peace. To maintain self-connection, NVC proposes a daily process known as “Remembering.” Examples of Remembering practices include meditation, prayer, inspirational readings, poetry, inspirational music, and quiet time in nature.

Honest expression

We express ourselves vulnerably and without criticism or blame. We reveal our feelings and needs and ask for what we want, without making demands.

Emphatic presence

We listen to others with a silent mind and an open heart. Our sole purpose in such listening is to connect with the speaker by understanding their meaning, feelings, and needs without judgment. We attempt to remain empathically present even when we are being targeted with criticism, blame, and other such forms of communication.

Self-empathy

When we fail at empathic presence, becoming angry or otherwise unable to listen with an open heart, we give ourselves empathy. We take time out to vent our judgments in the privacy of our minds. We identify and connect with the unmet needs in a given interaction, and we mourn the pain of our unmet needs. This process enables reconnection with our essence — love and compassion. Once we experience an organic shift toward a calmer and clearer mind, we ask ourselves what we can do to fulfill the unmet needs in the situation.

We also use self-empathy to mourn and heal from disappointment or loss, to celebrate needs that have been met, or simply to understand ourselves more clearly and discern the next steps toward meeting our needs.

Means of influence

We attempt to influence others by revealing our feelings and needs vulnerably and making requests, rather than through coercion. We want others to contribute to us out of natural giving, and never out of fear, guilt, shame, duty, desire for reward, or to buy love. Because we care about the needs of others as we do our own, we are committed to seeking solutions that can meet the needs of all involved.

Nonviolent Communication in use

https://www.youtube.com/watch?v=LSGfqyhleUA&ab_channel=TEDxTalks

Examples of NVC

'You're always late!' would be an evaluation.

Instead, you could try saying: ***'We agreed to leave the house at 9 am, but it's 9.30 am now.'***

Stating facts instead of making sweeping generalizations can prevent you from making unfair statements. Your partner will be less likely to feel defensive, so you can have a constructive conversation instead of an argument.

'We agreed to leave the house at 9 am, but it's 9.30 am now. I feel anxious. It's important to me to support my sister. so I want to arrive in time to help out. Would you be willing to finish weeding the garden later on so we can leave as soon as possible?'

Examples of NVC

By observing, we try to avoid making assumptions.

'You're not listening to me!', would be an assumption (and an evaluation!)

An NVC communication would be, ***'I can see that you are texting on your phone while I am speaking to you. I feel overlooked, and I need to share my experience with someone. Would you be willing to put your phone away for the next 10 minutes and hear what I have to say?"***

Examples of NVC

Another aspect of observing is asking clarifying questions instead of telling your partner how they feel. This will help you to understand your partner better.

Instead of saying:

'You're getting angry again.'

You could say:

'I can see that your arms are crossed, and you are clenching your jaw. Am I right in thinking you're angry?'

Your partner might respond:

'Yes, I am angry.'

Or they might say:

'No, I'm not angry. I'm nervous.'

Clarifying questions help you to understand better, so you can find the best way forward for everyone.

PRACTICE

OBSERVATION

The first step is not to interpret, but **to observe**. Ideally, these sentences start with: ‘I see ...’ or ‘I hear ...’

The pitfall in this step is that you still mix it with interpretations, judgments, labeling and analyzes.

Good example: “It has been 10 pm and you are still playing the piano.” This is purely factual so there is no doubt about it.

Bad example: “It is much too late to make music. The neighbors are bothered.” contains value judgments.

FEELINGS

Now tell us how you are going to feel as a result of that sensory perception from step 1. Keep it to yourself by continuing to use the word “I”. What are *your* feelings and what are *your* triggers that cause that feeling? When it comes to the other person, you can ask how the other person is feeling.

The pitfall is that you make the other person the cause of the feeling. **So it is better to use ‘if’ instead of ‘by’.**

Do not say: ” **Because of** you I feel x” or ” I feel x **because** you did Y,” and not at all, ” **You make** me angry.”

Better is: ” **When** you did x, I felt y because I actually needed z.”

Good examples:

- “That evokes feeling x in me.”
 - “I find it difficult that”
- “I notice that it is difficult for me that ...”
 - “I experience feeling x in myself.”
 - “When x happens, I feel x.”
 - “I feel ... because I ...”

NEEDS

State your higher, positive intention or ask for the higher, positive intention of the other. The pitfall is that you will get stuck on the details too much while you have to zoom out completely in order not to lose sight of the actual goal.

Chunk high enough. If you want to go to the movies with someone, that's not a high enough need, and if you want to be with someone, then that's not a need. In those cases, the need could be friendship, connection, romance or being together.

Use statements like ...

- Because intention x is important to me ...
 - Because I long for intention x ...
- I think it's important that there is value x ...
 - Because I long for intention x

REQUESTS

Look for actions and make a request to fulfill your unmet need in a constructive way. Do this with a **specific and clear request**.

During this step, the pitfall is that you make a demand while also half using the ‘non-violent way of the four steps’.

Use phrases like:

- “Would you be willing to x?”
- “My request to you is ...”
 - “Can you ...?”
 - “May I ask you to ...?”

It's your turn ☺

Change the statements into nonviolent communication

- „Students - stop fighting with each other!”
- During art classes a student makes a lot of mess and you want him/her to clean it.
- „You are selfish” – to a colleague when he/she doesn't want to change classrooms with you.

THANK YOU

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