

Nonviolent Communication





HOW
ENLIGHTENED
FAMILIES ARGUE

WORKSHOP OBJECTIVE

Show you how nonviolent communication can reframe and transform a difficult relationship in your work or personal life.

EMOTIONAL COMPETENCE AND MATURITY

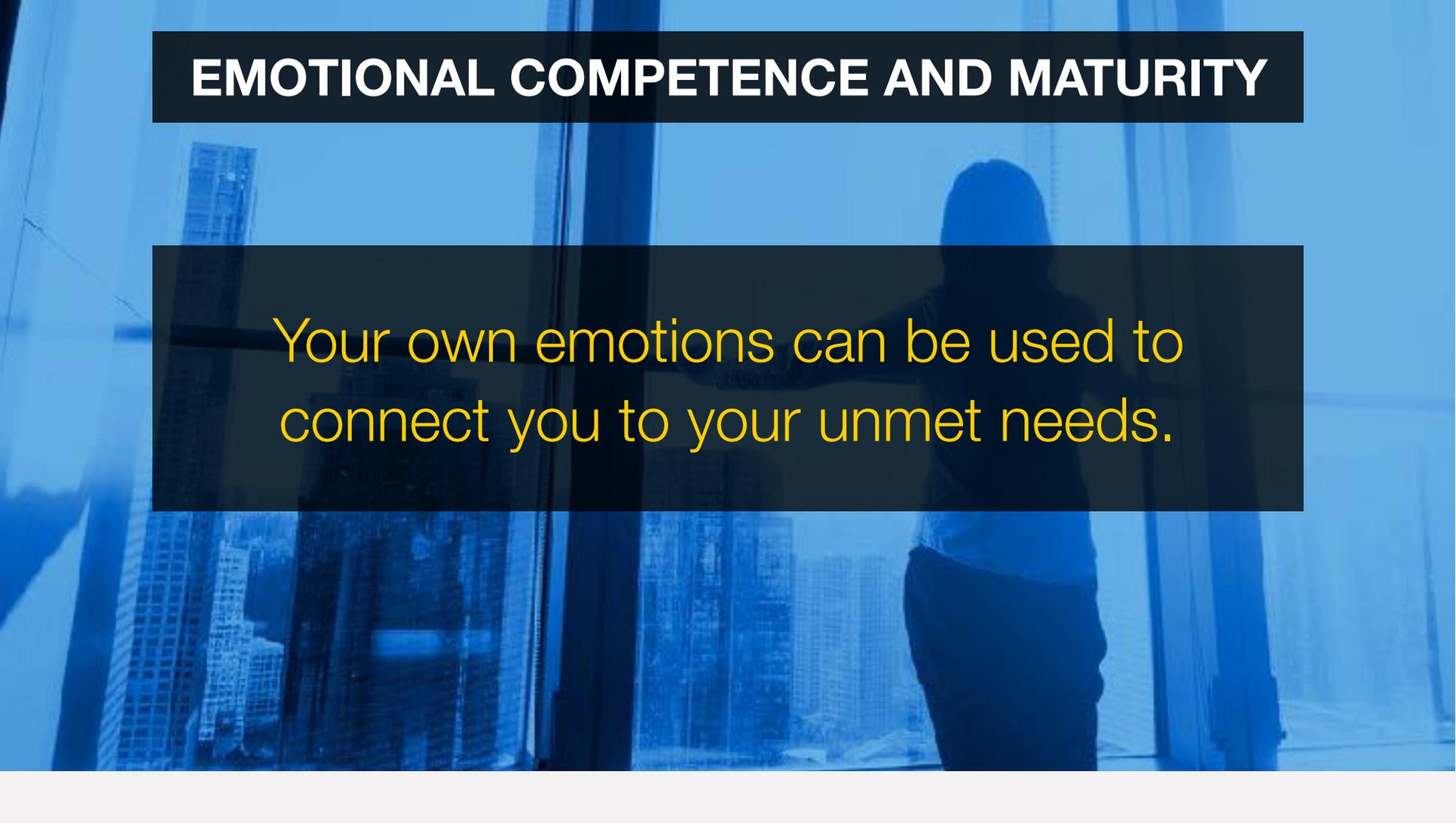
You are not responsible for managing other people's emotions.

EMOTIONAL COMPETENCE AND MATURITY

The background of the slide features a blue-tinted image of three people in silhouette, standing in a room with large windows. They appear to be in a professional setting, possibly a meeting or a collaborative work environment. The windows look out onto a cityscape with buildings.

Other people are not responsible for managing your emotions.

EMOTIONAL COMPETENCE AND MATURITY

A person in silhouette stands by a large window, looking out at a city skyline. The entire image has a blue color overlay. The person is positioned on the right side of the frame, with their arms slightly out. The window reflects the city buildings outside.

Your own emotions can be used to connect you to your unmet needs.

EMOTIONAL COMPETENCE AND MATURITY

Other people's emotions can guide you
to discovering their unmet needs.

EMOTIONAL COMPETENCE AND MATURITY

When everyone knows their needs and gets them met—everyone wins.

MY CHALLENGE STORY

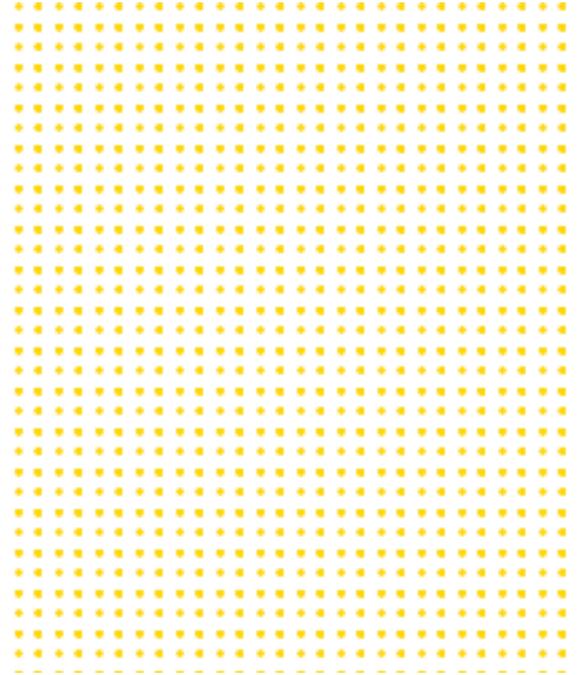


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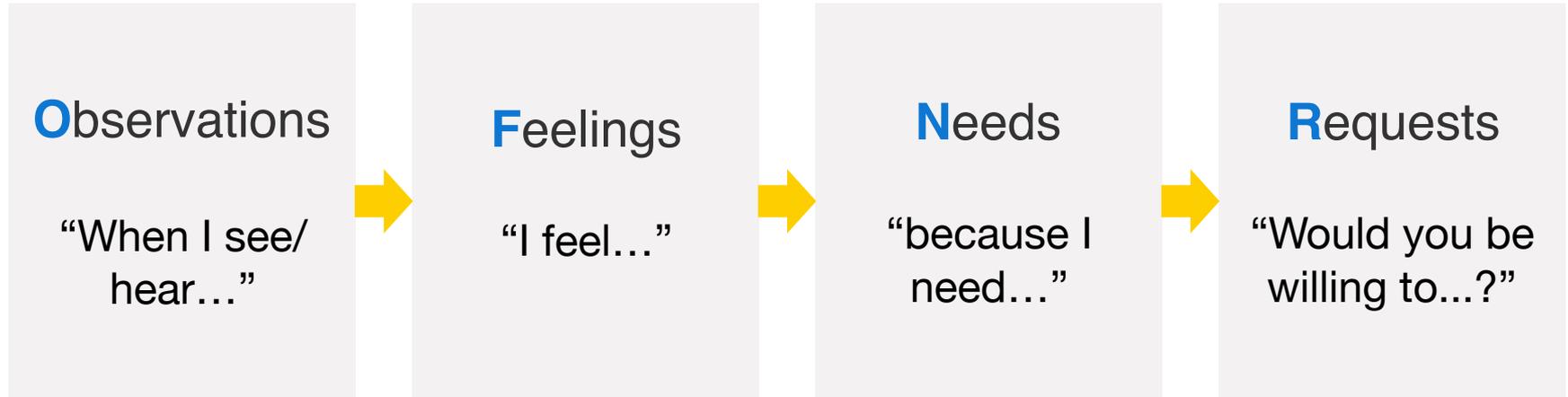
Format: 2 mins individual work

Think about and write down in as much detail as you can a difficult person, uncomfortable situation, or challenging relationship in your life.

- Be honest, specific and concrete
- This doesn't have to be shared
- Can be **personal** or **professional**



Nonviolent COMMUNICATION IS A SKILL



WHY I PRACTICE

Observations

“When I see/
hear...”



Feelings

“I feel...”



Needs

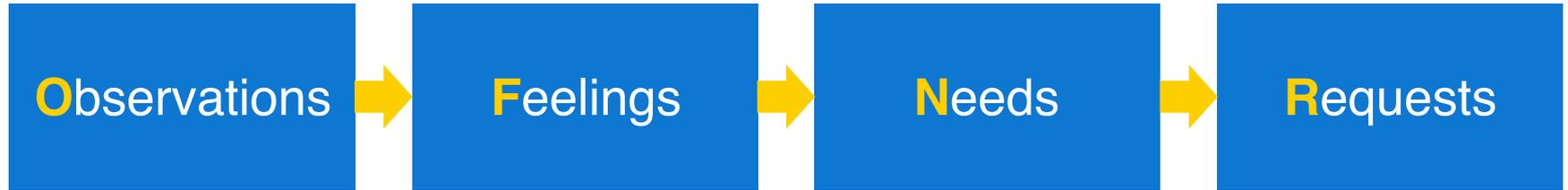
“because I
need...”



Requests

“Would you be
willing to...?”

Nonviolent COMMUNICATION IS



THE PRACTICE OF EMPATHY



You can measure the health of a relationship, the health of a team, even the health of an entire organization, by measuring the average lag time between identifying and discussing problems.

– Joseph Grenny, *Crucial Conversations*



COMMUNICATION PROBLEMS?

When we do this...

JUDGE

COMMAND

BLAME

LABEL

DEMAND

ACCUSE

CRITICIZE

THREATEN

RIDICULE

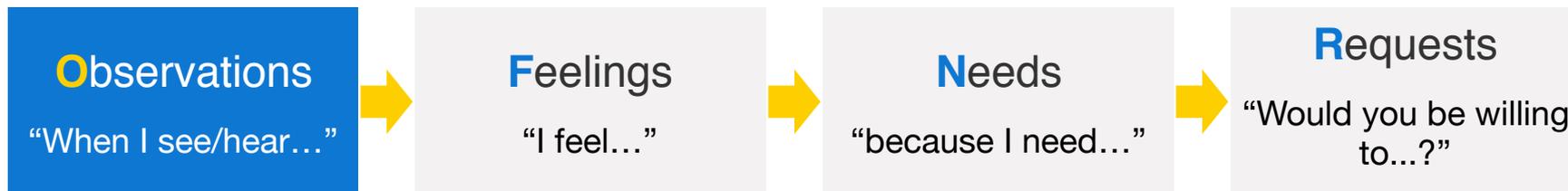
...without intending to

Observations

What is an Observation?

- Objective facts that anyone would agree with
- Specific, concrete facts that describe what has happened
- Made in the present moment

“3 people in the meeting are typing on their phones as I present.”



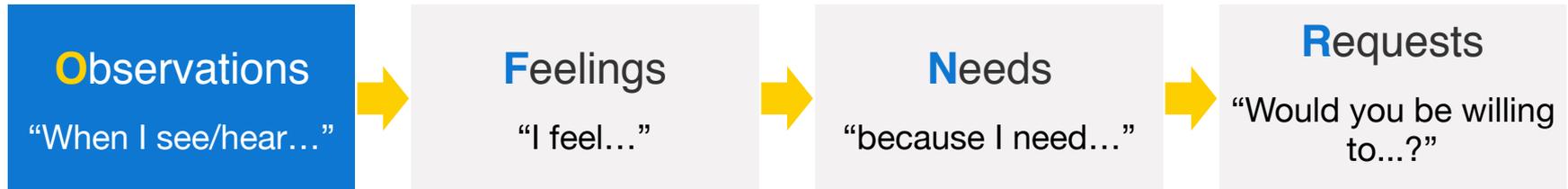
External Observations

“When I heard you say ‘It’s just a quick fix’...”

“I emailed Frank 6 days ago and have not yet received a reply...”

Internal Observations

“I’m having the thought that he criticized my report”



OBSERVATIONS

VS

EVALUATION OR JUDGMENT

Observations

“When I see/hear...”

Feelings

“I feel...”

Needs

“because I need...”

Requests

“Would you be willing to...?”

OBSERVATIONS

- Stating what you observed as the stimulus for your current experience

VS

EVALUATION OR JUDGMENT

Observations

“When I see/hear...”

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“Would you be willing to...?”

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VS

EVALUATION OR JUDGMENT

- Diagnoses the situation
- Interprets, analyzes or generalizes
- Decides who is right or wrong, good or bad, or who is at fault

Observations

“When I see/hear...”

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“I feel...”

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“Frank is insane, he’s ignored my last email and I’m trying to help him!”

Observations

“When I see/hear...”

Feelings

“I feel...”

Needs

“because I need...”

Requests

“Would you be willing to...?”

EXERCISE 1: REFLECTING OBSERVATIONS

Format: Work in pairs for 10 mins - Switch roles after 5 mins

- Split up into pairs at your table now
- If you have the longest hair you are Person A

EXERCISE 1: REFLECTING OBSERVATIONS

Pair Activity (10 minutes):

1. Storyteller **tells a story**.
2. Active Listener **listens, reflects back** what they hear.
3. **Swap** after 5 minutes.



PERSON A: STORYTELLER

- Tells a **short story** of a recent interaction that was uncomfortable, awkward, unproductive, ineffective or otherwise difficult.
- Speak **slowly** and pause regularly.
- **Listen** when Active Listener is reflecting back.

PERSON B: ACTIVE LISTENER

- **Reflects** back what they hear/understand
Storyteller say:
 - a. Literally **repeat** back exactly what you heard.
 - b. Reflect what you heard or understood in your own words.
- Stay **focused** on the other person.
- Listen **without** offering advice or giving your opinion.

EXERCISE 1: REFLECTING OBSERVATIONS

How'd it go?

TIME'S
UP!



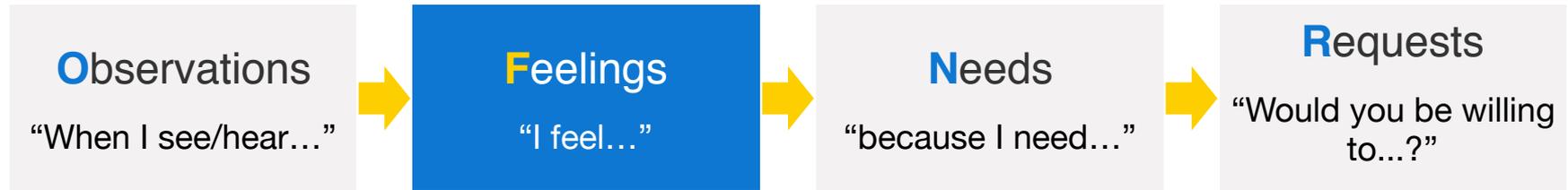
Feelings

What is a Feeling?

- Emotional ‘data’ that can be found in the body
- Specific descriptions of what is going on inside you in the moment
- Honest acknowledgment, acceptance, or ownership of your experience

“I feel **anxious** when a week passes without a response to my email”

“My **stomach is in knots** and I’m **upset** because I want to help solve Frank’s problem”



FEELINGS

VS

FAUX-FEELINGS

Observations

“When I see/hear...”



Feelings

“I feel...”



Needs

“because I need...”



Requests

“Would you be willing to...?”

FEELINGS

- Sensations in the body that are the result of our interpretation of stimulus in a certain way

VS

FAUX-FEELINGS

Observations
“When I see/hear...”



Feelings
“I feel...”



Needs
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- Sensations in the body that are the result of our interpretation of stimulus in a certain way

VS

FAUX-FEELINGS

- Descriptions of what we think we are
- Assumptions or interpretations other people's experiences or intentions
- Judgments of ourselves or others

Observations

“When I see/hear...”



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“I felt a tightness in my throat and a wave of anxiety and frustration”

“I’m feeling confused and a bit out of it.”

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FAUX-FEELINGS

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- Assumptions or interpretations other people’s experiences or intentions
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“How am I supposed to help Frank if keeps ignoring me?”

“I feel ignored and attacked”

Observations

“When I see/hear...”

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Needs

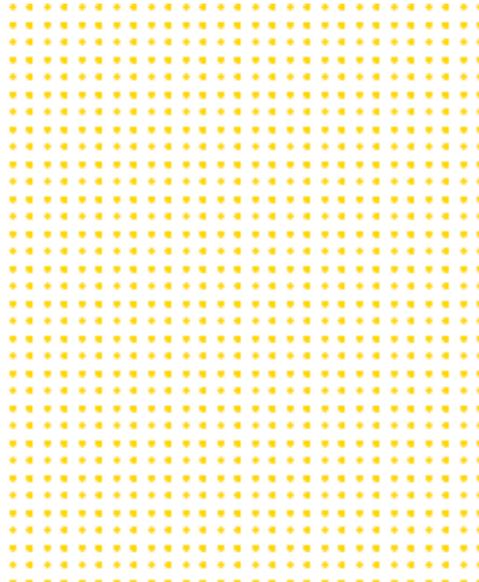
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Requests

“Would you be willing to...?”

EXERCISE 2: FEELINGS VS. FAUX FEELINGS

Format: 4 mins individual reflection, 6 mins group share



EXERCISE 2: FEELINGS VS. FAUX FEELINGS

Format: 4 mins individual work, 6 mins group share



Individual Work (4 minutes):

- i. Re-read My Challenge Story.
- ii. Write down at least 2 adjectives to describe your experience.
- iii. Review the definition of a Faux Feeling in your Workbook.
- iv. Was what you wrote down a feeling or a faux feeling?

Group Share (6 minutes):

Share insights and learnings with group.

EXERCISE 2: FEELINGS VS. FAUX FEELINGS

How'd it go?

TIME'S
UP!

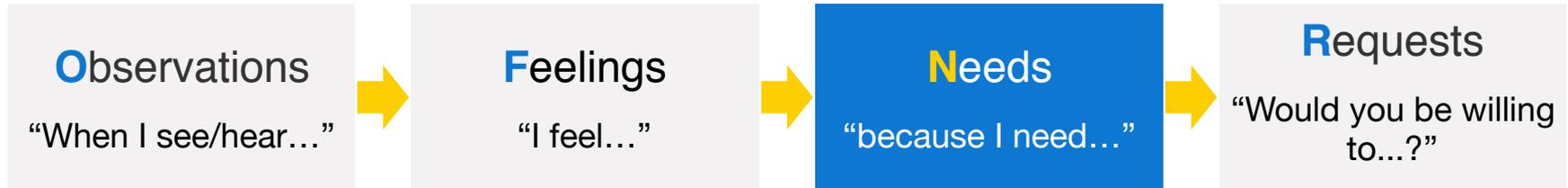


Needs

What is a Need?

- Needs are universal and intrinsic to all people
- What we would all like to have to survive and thrive in this world
- Not attached to a person, place, thing, or strategy

“When people talk over each other in a meeting I feel frustrated and confused **because my needs for understanding and acknowledgment are not being met**”



NEEDS

VS

STRATEGIES

Observations

“When I see/hear...”



Feelings

“I feel...”



Needs

“because I need...”



Requests

“Would you be willing to...?”

NEEDS

- Universal and intrinsic to all people
- Something we all require to survive or thrive
- Motivates a strategy

VS

STRATEGIES

Observations

“When I see/hear...”



Feelings

“I feel...”



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VS

STRATEGIES

- Specific actions, people or things we use to get our needs met
- Goals or objectives are strategies for certain people to meet some of their needs.

Observations

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STRATEGIES

- Specific actions, people or things we use to get our needs met
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“Can everyone just be quiet and pay attention?”

Observations

“When I see/hear...”



Feelings

“I feel...”



Needs

“because I need...”

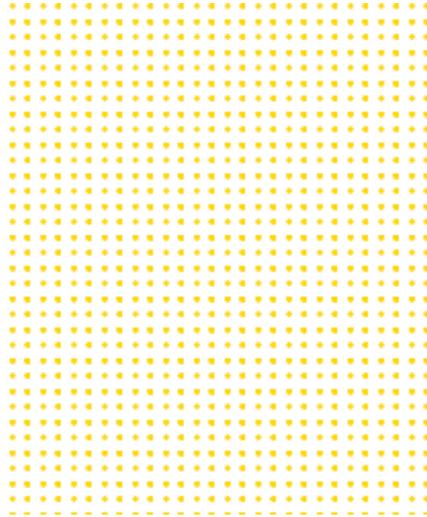


Requests

“Would you be willing to...?”

EXERCISE 3: SEPARATING NEEDS FROM STRATEGIES

Format: 4 mins for individual reflection, 6 mins dyads



EXERCISE 3: SEPARATING NEEDS FROM STRATEGIES

Format: 4 mins for individual reflection, 6 mins dyads



1. Individual Work (4 minutes):
 - i. Re-read **My Challenge Story** and identify 1–3 unmet needs or
 - ii. Choose a **need** from the list.
 - iii. Name at least **3 different strategies** you could use to meet that need.

1. Group Share (6 minutes):
 - i. Share insights and learnings with group.

EXERCISE 3: SEPARATING NEEDS FROM STRATEGIES

How'd it go?

TIME'S
UP!



Requests

What is a Request?

- An ask for something **specific** and **doable** to get your needs met
- Non-accusatory and **focused on getting results**
- **Open-ended**, without expectation of compliance

“Would you be willing to tell me what you just heard me say?”



REQUESTS

VS

DEMANDS

Observations

“When I see/hear...”



Feelings

“I feel...”



Needs

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Requests

“Would you be willing to...?”

REQUESTS

- Framed using positive language
- Phased in the present tense
- Using doable action-based language

VS

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“When I see/hear...”



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DEMANDS

- Insinuates compliance to avoid punishment or criticism
- Coercive, uses implicit threat of future shame or guilt

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“Please hold the door for me while I’m carrying these boxes”

“Would you be willing to speak to me with the same volume that I’m speaking to you?”

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“I’d like you to be more considerate”

“Don’t you ever yell at me again!”

“You’re over-reacting, just calm down!”

Observations

“When I see/hear...”



Feelings

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Needs

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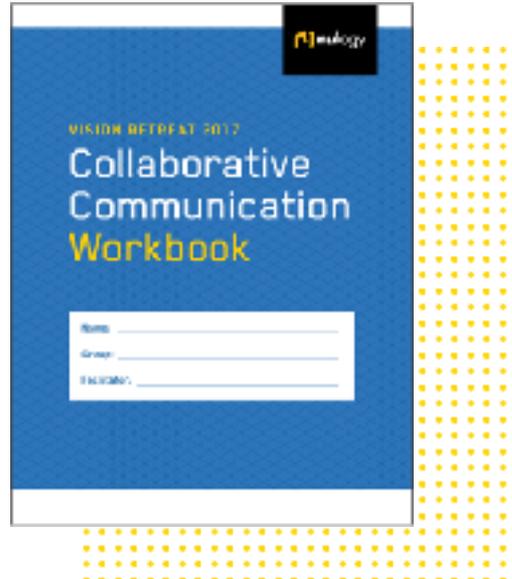


Requests

“Would you be willing to...?”

EXERCISE 4: PHRASING REQUESTS

Format: 3 mins for individual work, 7 sharing rounds



EXERCISE 4: PHRASING REQUESTS

Format: 3 mins for individual reflection, 7 sharing rounds



4:46

1. Individual Work (3 minutes):
 - i. Use the Needs from **My Challenge Story** or
 - ii. Take a silent minute to think of a situation in your life where some need is not being met.
 - iii. Formulate a **request** (of yourself or another party) that addresses the unmet need.

2. Group Share (7 minutes):
 - i. Ask for **1–3 volunteers** to share their work.
 - ii. Work through all steps below with one volunteer **before moving on** to the next volunteer.
 - iii. Volunteer **presents** their request to the group in the form of a direct quote (e.g. “Would you be willing to...”).
 - iv. Volunteer states briefly (1–2 sentences) their situation **if it’s not clear** to the group.
 - v. Ensure everyone agrees that the request is **positive** and immediately **doable**.

EXERCISE 4: PHRASING REQUESTS

How'd it go?

TIME'S
UP!





“You cannot control how your communication will be received; you can only control your intention and your actions—what you say and do.”

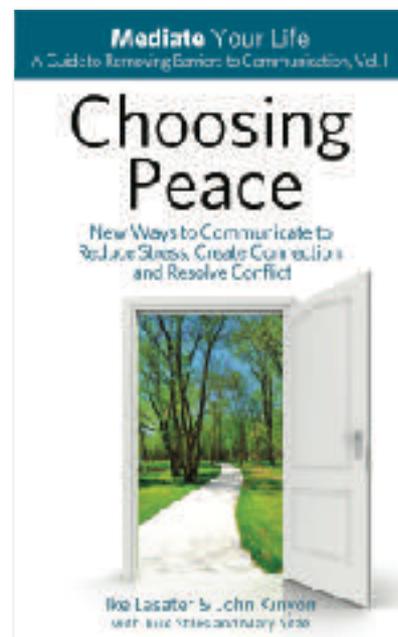
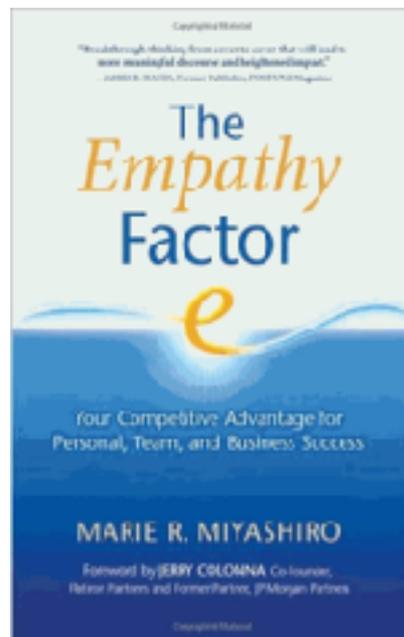
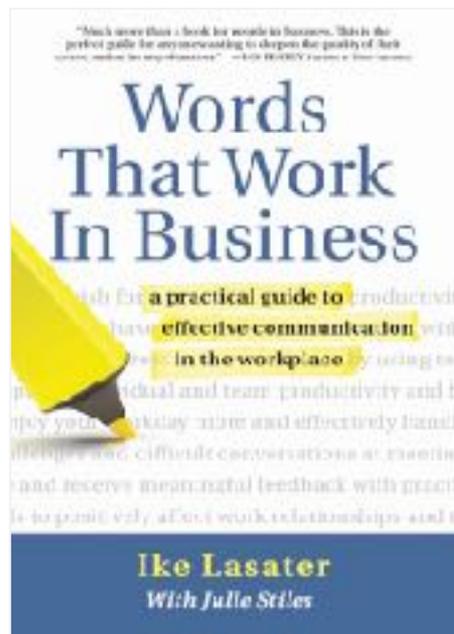
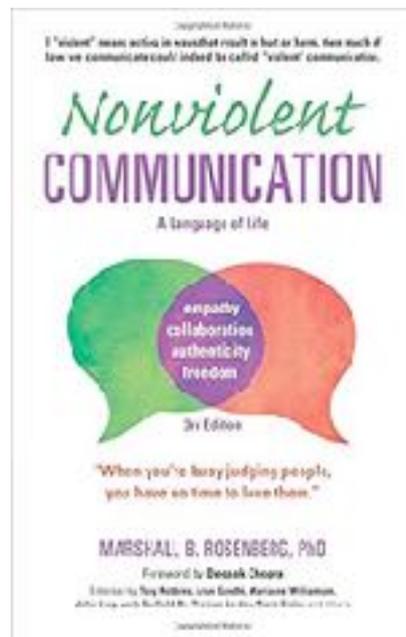
—Ike Lasater, *Words That Work In Business*



WORKSHOP OBJECTIVE

Has your perception of **My Challenge Story** changed? If so, how?

GUIDE BOOKS & SOURCES



NVC RESOURCES

Local Toronto CNVC Certified Trainer:

Glenda Mattinson

Phone:

416-333-2900

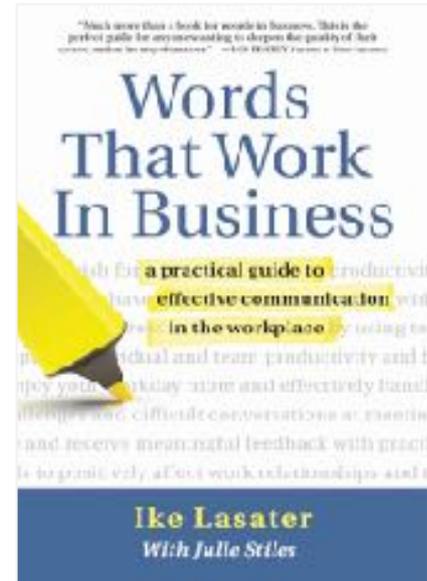
Website:

<http://www.coachglenda.com/>



NEXT STEPS

- Read *Words that Work in Business*
- Join the Slack channel
- Drop in to bi-weekly practice sessions



Thank You

Bonus Slides

Some Feelings...

SAD

- Ashamed
- Blue
- Brokenhearted
- Depressed
- Disappointment
- Discouraged
- Disheartened
- Fragile
- Helpless
- Hurt
- Lonely
- Miserable
- Numb
- Vulnerable

GLAD

- Delighted
- Eager
- Encouraged
- Excited
- Happy
- Hopeful
- Inspired
- Optimistic
- Proud
- Relieved
- Satisfied
- Thrilled

MAD

- Agitated
- Angry
- Annoyed
- Bitter
- Disgusted
- Enraged
- Frustrated
- Furious
- Impatient
- Irate
- Jealous
- Pessimistic
- Resentful

WORRIED

- Alarmed
- Anxious
- Concerned
- Disturbed
- Guarded
- Nervous
- Overwhelmed
- Panicky
- Scared
- Shocked
- Tense
- Terrified
- Wary

...some more Feelings

CONFUSED

- Cautious
- Conflicted
- Doubtful
- Hesitant
- Puzzled
- Reluctant
- Skeptical
- Torn
- Troubled
- Uncomfortable
- Uneasy
- Unsettled
- Unsure

CALM

- Absorbed
- Awed
- Blissful
- Comfortable
- Confident
- Content
- Fulfilled
- Peaceful
- Relaxed
- Secure
- Serene

FRIENDLY

- Appreciative
- Cordial
- Fondly
- Grateful
- Open
- Receptive
- Sensitive
- Social
- Tender
- Trusting
- Warm
- Welcoming

EXCITED

- Adventurous
- Amazed
- Creative
- Curious
- Energetic
- Engaged
- Exhilarated
- Fascinated
- Free
- Interested
- Inspired
- Intrigued
- Invigorated
- Passionate

Faux-Feelings

- Accepted
- Approved
- Ashamed
- Attacked
- Betrayed
- Blamed
- Cheated
- Cornered
- Criticized
- Distrusted
- Dumped on
- Guilty
- Hassled
- Ignored
- Insulted
- Intimidated
- Inadequate
- Invalidated
- Invisible
- Isolated Left out
- Let down
- Manipulated
- Misunderstood
- Neglected
- Overpowered
- Overworked
- Patronized
- Pressured
- Pushed
- Put down
- Rejected
- Ripped off
- Ridiculed
- Stupid
- Teased
- Threatened
- Trampled
- Tricked
- Unheard
- Unimportant
- Unseen
- Unwanted
- Unworthy
- Used
- Victimized
- Violated
- Worthless
- Useless

*Expanded list on
pg 121 in *Words
that Work in
Business*

Some Needs...

CONNECTION

- Acceptance
- Affection
- Appreciation
- Belonging
- Closeness
- Communication
- Community
- Companionship
- Compassion
- Consideration
- Consistency
- Cooperation
- Empathy
- Inclusion

- Intimacy
- Mutuality
- Nurturing
- Safety
- Security
- Stability
- Support
- To know and be known
- To see and be seen
- To understand and be understood
- Trust
- Warmth

PHYSICAL WELL-BEING

- Air, food, water
- Movement/exercise
- Rest/sleep
- Safety
- Shelter
- Touch

...some more Needs

MEANING

- Awareness
- Celebration of life
- Challenge
- Clarity
- Competence
- Consciousness
- Contribution
- Creativity
- Discovery
- Effectiveness
- Efficacy
- Growth
- Hope
- Learning

- Mourning
- Participation
- Purpose
- Self-expression
- To Matter
- Stimulation
- Understanding

HONESTY

- Authenticity
- Integrity
- Presence

PLAY

- Humor
- Joy

AUTONOMY

- Choice
- Freedom
- Independence
- Space
- Spontaneity

PEACE

- Ease
- Harmony
- Balance
- Inspiration
- Order

INTERNAL SUCCESS STORY

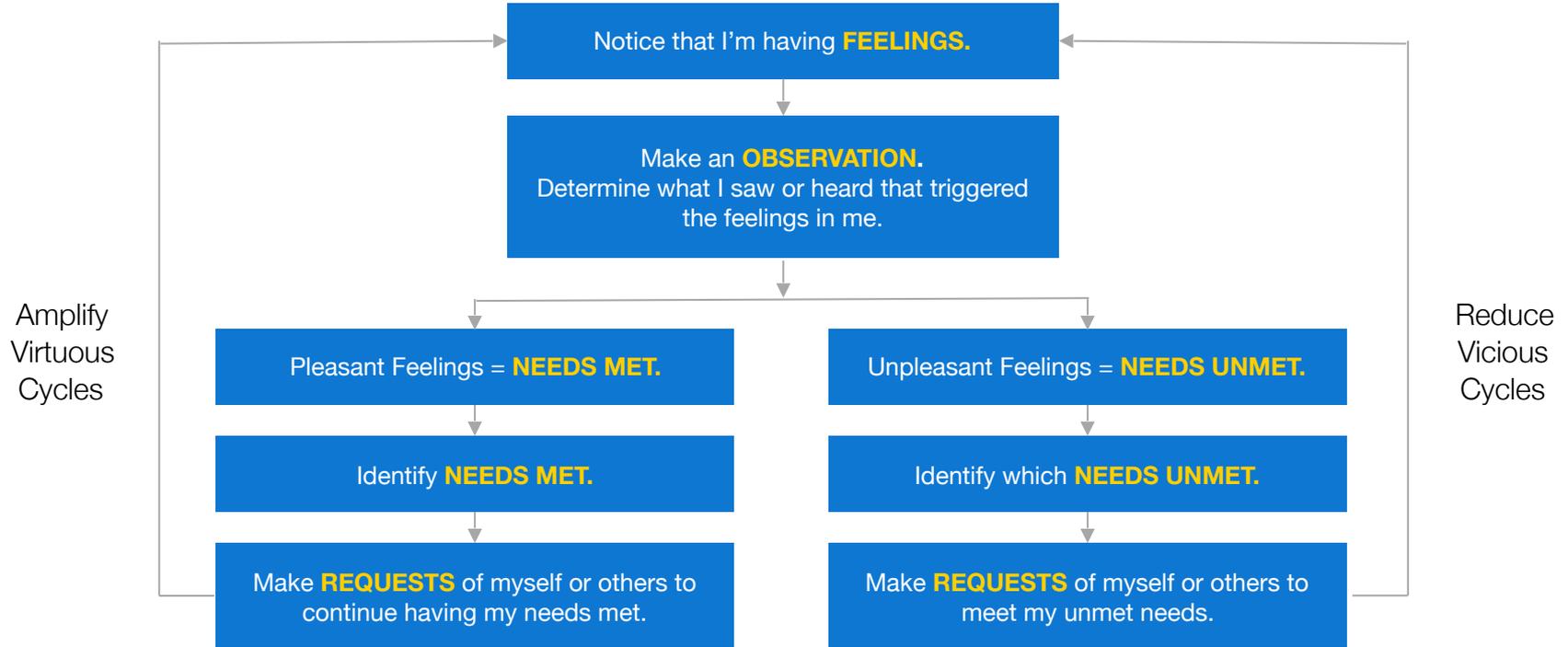


"I started practicing some of the principles of NVC and found that it has helped me to re-frame my own thoughts. Instead of focusing on responses driven by my feelings, I now focus objectively on the Observation piece. This has helped slow down my fast moving brain from immediately jumping to solutions and rebuttals to a more emphatic and active listening approach."

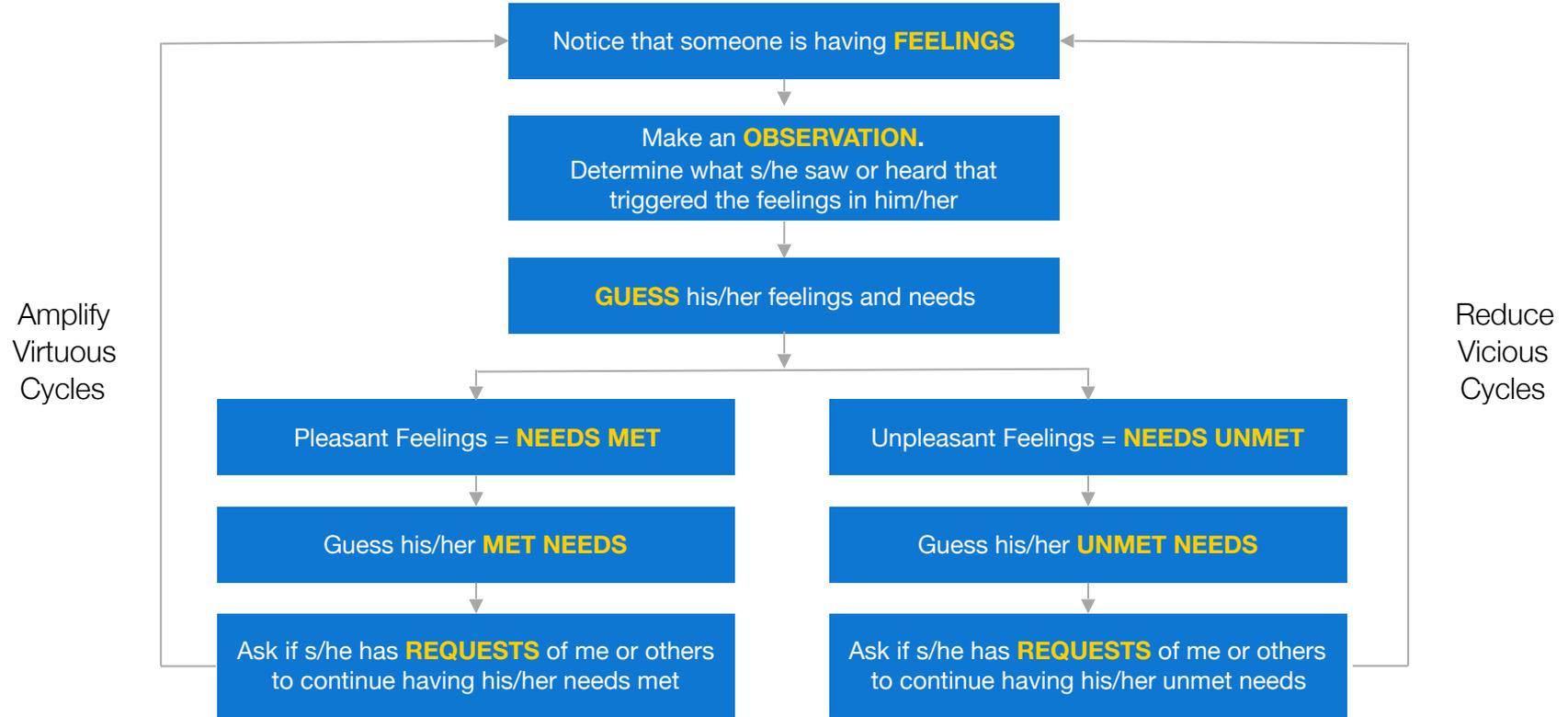
—Anonymous



SELF-FOCUSED PRACTICE



OTHER-FOCUSED PRACTICE



BENEFITS OF USING Nonviolent COMMUNICATION AT WORK

Results After One Year*:

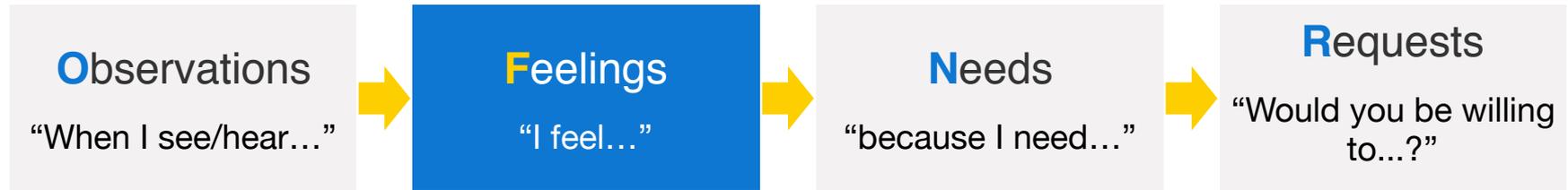
- Effectively handle difficult conversations
- Reduce workplace conflict and stress
- Improve individual and team productivity
- Be more effective in meetings
- Give and receive meaningful feedback

**Not limited to the workplace!*



We have four options when receiving negative messages:

1. Blame ourselves
2. Blame others
3. Sense our own feelings and connect to unmet needs
4. Sense others feelings and guess their needs



Three Stages of Learning to Identify Needs

1. PASSIVE

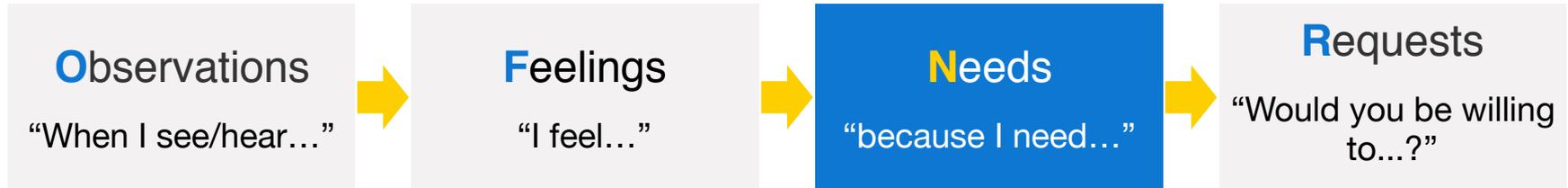
“I have no needs and if I had any, they are not important.”

2. OBNOXIOUS

“It is very important that my needs are met, regardless of how that affects you.”

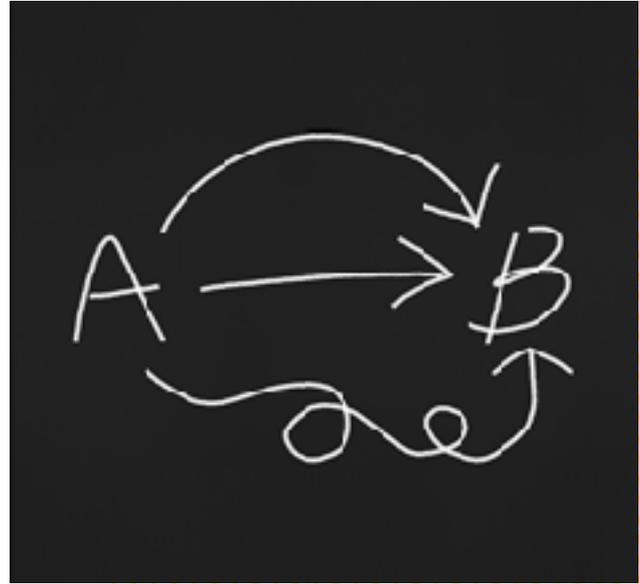
3. MUTUAL

“We both have needs and all of our needs are important.”



SOME THINGS TO EXPECT *AT FIRST...*

SIMPLE, NOT EASY



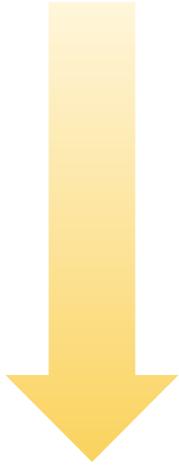
SOME THINGS TO EXPECT *AT FIRST...*

IT'S OK TO BE AWKWARD



PRACTICE OPPORTUNITIES

EASY



HARD

1. Self-connection before meetings/calls
2. Self-connection during meetings/calls
- 3. 1-on-1 Emails**
4. Group distribution Emails
5. During phone calls
6. During conference calls
- 7. 1-on-1 internal team meetings**
8. Group team meetings

FOUR WAYS TO PRACTICE EMPATHY

	SILENT	OUT LOUD
SELF-FOCUSED	<p>Self-empathy</p> <p>Identify internal observations, feelings, needs, and requests (OFNR)</p>	<p>Self-expression</p> <p>Saying how we are, and requesting what we would like without blame, criticism, expectation or demand</p>
OTHER-FOCUSED	<p>Empathy</p> <p>Listen to and guess the observations, feelings, needs, and requests of the other person</p>	<p>Empathy</p> <p>Verbalize guesses about how another is feeling and what they might be requesting without blame, criticism, or demand</p>