

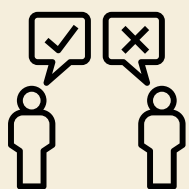
# NONVIOLENT COMMUNICATION

## What is nonviolent communication (NVC):

The nonviolent communication was created by Marshall Rosenberg, and is taught as a process of interpersonal communication designed to improve compassionate connection to others.

### THE FOUR COMPONENTS OF NONVIOLENT COMMUNICATION:

1. *Observation*: Observe and recap. “ I hear you say you won’t have the report complete until next week..”
2. *Feeling*: Describe emotions, not positions. “ and I’m feeling \_\_\_\_\_”
3. *Needs/values*: Make sure you express your unmet need that is connected to the emotion. “It’s important to me that \_\_\_\_\_”
4. *Request*: When making a request, make sure it's concrete and that it will satisfy your need. “Would you tell me what’s preventing you from completing the report, and how we can help get it finished by \_\_\_”

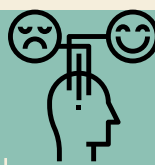


### FUNDAMENTAL KEY DISTINCTIONS

#### OBSERVATION VS. EVALUATION/JUDGEMENTS

Make sure your statements are neutral and factual. They should be objective facts and should refrain from subjective filters.

#### FEELINGS VS. PERCEPTIONS



Remember the importance of naming your feelings/emotions, instead of assuming the other persons motives. You wouldn’t want to start using verbs that are usually a blame disguise.



#### ADVICE VS. SUPPORT

When listening, it is not always necessary to have something to say. Sometimes all the person wants is an attentive and empathetic listener. If unsure, ask the individual if they would like some advice or just support.

#### REQUESTS VS. DEMANDS

How we communicate is through verbal/nonverbal communication. Therefore, communication should be carefully considered before being used. When asking for something, make sure it’s a request. Requests are made in the present tense and are doable, concrete, specific, and can be negotiated.



#### EMPATHY VS. COMPASSION

When talking about putting oneself in another person's shoe and truly understanding what they are going through, one needs to zoom out of his/her own experiences and perspective, and really understand the individual's own experience.

#### FEELINGS VS. CIRCUMSTANCE

Being a good listener means that one understands what the other person is going through. Often times one cannot relate to the certain circumstance the individual is going through, but one can relate to the feelings. Thus, one should use an emotional comparison, rather than a practical one.

# YOUR EXPECTATIONS VS. OTHERS

One of the main causes of violent communications and conflicts originates from unmet expectations. One should not use one's own expectations as the standard of everyone else's. Blaming someone for not doing something you would do may be problematic, as you are assuming they have the same experience, history and expectations as you do.

## YOUR LOVE LANGUAGE VS. OTHERS.

The 5 languages of love by Dr. Gary Chapman is a great tool to understand how one likes to experience love. There are 5 languages of love, including: 1. words of affirmation, 2. quality time, 3. receiving gifts, 4. acts of service and 5. physical touch. How one expresses and prefers receiving such "love" can be different from others. Understanding other love languages can help answer why there are some dissatisfactions in partnerships.



## HOW TO POLITELY SAY NO:

When agreeing to something you don't want to do, you are saying "no" to yourself. The most important and fundamental rule is to have compassion, but that starts with self-compassion. Examples such as, "I'm honoured, but I can't" or, "I understand this is important to you and I am sorry, but...", are some of the ways in which you are being respectful to others, but also yourself.

## 8 FORMS OF NONVERBAL COMMUNICATION:

1. **Facial expressions:** Facial expressions are universal, and the human face is extremely expressive.
2. **Body movement and posture:** Try to not cross your arms and make sure you face your whole body towards the individual talking.
3. **Gestures:** Different gestures mean different things depending on other cultures; therefore, being mindful about who you are talking to is important for the fluidity of the conversation.
4. **Eye contact:** The eyes are always a good indicator of attentive listening.
5. **Touch:** A consented subtle touch may suggest that you are being empathetic and caring about what the other person is saying.
6. **Space:** Respecting someone's boundary and space makes the person feel more comfortable and can lead to a more positive conversation.
7. **Voice:** It's not just what you say, but how you say it. Your tone of voice, timing and affirmations must be carefully thought out.
8. **Heartbeat:** If one is attentive to the other's conversation, they can sense their heart rhythm and use that as a radar of how the communication is going.

## KICKSTART NVC WITH YOUR CHILDREN:

When you and your children are relaxed, try playing the "Likes and Dislikes" game. You simply ask what is something your child liked and disliked about the day. Then, you listen.

- Reformulate/ repeat: Repetition helps the children know you were listening to them.
- Leave silences: Sometimes children need time to think and express themselves. Giving them a moment to think about it makes them feel important and heard.
- Guess feelings and needs: Ask if they are feeling a certain way because of this situation. Describe how the feeling could be expressed through the body.
- Check in: Once the conversation is over, ask if they want to say anything else and if they feel better.

## WHAT TO AVOID WHEN PLAYING THE LIKES AND DISLIKES GAMES

1. Be aware that sometimes children want to vent before they find a solution.
2. It's okay to not always find a reason to jump in and teach them. Give them a chance to figure it out on their own. Identify, empathize and accept a child's feelings.
3. A parent should not always find a solution, but allow the child to explore possible solutions and guide them to find and implement a good solution.