

Big Brothers Big Sisters
Abbotsford Mission Ridge Meadows
Mentor Learning Series

2



Conflict Resolution as Non Violent Communication
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In this module, learners will explore the basic concepts of Nonviolent Communication based on the work of Dr. Marshall B. Rosenberg and the Centre for Nonviolent Communication.

We will learn how to observe without evaluation, develop a quality of connection with others, understand empathy, and make requests in a way that inspire others to contribute to



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Introduction

In this module, learners will explore the basic concepts of Nonviolent Communication based on the work of Dr. Marshall B. Rosenberg and the Centre for Nonviolent Communication.

1. Learn how to observe without evaluation.
2. Develop a quality of connection with others.
3. Understand empathy.
4. Make request in a way that inspire others to contribute to your needs.

Nonviolent Communication (NVC) is also referred to as Communication with Compassion. Its purpose is to strengthen our ability to inspire compassion from others and to respond compassionately to others and to ourselves. NVC guides us to reframe how we express ourselves and hear others by focusing our awareness on what we are *observing, feeling, needing and requesting*.

We learn a process and language that helps us make observations free of evaluation, and to clearly specify behaviors and conditions that are affecting us. We learn to hear our own deeper needs and those of others, and to identify and clearly articulate what we are wanting in a given moment. When we focus on clarifying what is being observed, felt, and needed, rather than on diagnosing and judging, we discover the depth of our own compassion. Through its emphasis on deep listening—to ourselves as well as others—NVC fosters respect, attentiveness and empathy, and engenders a mutual desire to give from the heart. The form is simple, yet powerfully transformative.

Speaking with Intention

Intention: An aim that guides action; our objective behind an action or words

The Intention of Nonviolent Communication (NVC) also known as Communication with Compassion is to develop a quality of connection that allows us to first understand and value each other's needs and then together explore how to meet both our needs.

We hold this intention to connect on the heart level – even when we are angry or “don't feel like connecting” – by remembering that Connection is the value we are choosing to live from in this moment.

On the other hand, if we are invested only in getting certain results, and have no intention to connect human to human, heart to heart, then no matter how strictly our speech adheres to the NVC model, it would still not be NVC.



Listening with Attention

The key is to listen without judging or interrupting.

“All labels and judgments are tragic expressions of pain and unmet needs.”

Marshall B Rosenberg, Ph. D.

Listening is by far the most important of all communications skills.

“*Seek first to understand then to be understood,*” Steven Covey coined this phrase which serves as a constant reminder to listen to the other person before expecting them to listen to you. What most of us do naturally, when involved in some type of discussion, meeting or dialogue is exactly the reverse - we seek first to be understood. When both parties are attempting to be understood, neither party is really listening.

Empathy and trust are a platform for effective understanding, communication and harmonious relationships. Empathy - really understanding the other person's position and feelings. Being able to 'step back', and achieve a detachment from our own emotions, is essential for effective, constructive relationships. Establishing trust is about listening and understanding the other person - not necessarily agreeing (which is different).

Activity: Listening with Attention			
Think of one thing that someone does or says (a specific behaviour, action or words) that does not make life wonderful and write this under the observation.			
<i>Observation</i>	<i>Feelings</i>	<i>Needs</i>	<i>Request</i>



The 4 Steps of the Nonviolent Communication Model –

Expressing Honestly

Step 1: Observation

Expressing honestly what I am OBSERVING in a situation that is affecting my well being (in a conflict it is usually what happened that upset me or the other person). Observations contain no judgment, analysis, criticism, blame, or diagnosis, just the facts. What I observe others saying or doing.

"When I see, hear, remember ..."

Step 2: Feelings

Express my vulnerability by revealing what I am FEELING. (Refer to Feelings Inventory page 7.) How I feel when I see, hear (recall or imagine) the observation in Step 1.

"I feel..."

Step 3: Needs

Expressing my NEEDS, values or desires (Refer to Needs Inventory page 5.) To say what the underlying needs, wants and values are that are creating my feelings.

"Because I am needing..."

Step 4: Requests

To make a specific, doable, positive language request (say what I want not what I don't want, refer to Making A Request page 8). What action would I like the other person to take?

"Would you be willing to...?"



Feelings Inventory

A. Feelings we may experience when our needs are being met

AFFECTIONATE

Compassionate
Friendly
Loving
Open hearted
Sympathetic
Tender
Warm

ENGAGED

Absorbed
Alert
Curious
Engrossed
Enchanted
Entranced
Fascinated
Interested
Intrigued
Involved
Spellbound
Stimulated

INSPIRED

Amazed
Awed
Wonder

EXCITED

Amazed
Animated
Ardent
Aroused
Astonished
Dazzled
Eager
Energetic
Enthusiastic
Giddy
Invigorated
Lively
Passionate
Surprised
Vibrant

CONFIDENT

Empowered
Open
Proud
Safe
Secure

HOPEFUL

Expectant
Encouraged
Optimistic

EXHILARATED

Blissful
Ecstatic
Elated
Enthralled
Exuberant
Radiant
Rapturous
Thrilled

GRATEFUL

Appreciative
Moved
Thankful
Touched

REFRESHED

Enlivened
Rejuvenated
Renewed
Rested
Restored
Revived

JOYFUL

Amused
Delighted
Glad
Happy
Jubilant
Pleased
Tickled

PEACEFUL

Calm
Clear headed
Comfortable
Centered
Content
Equanimous
Fulfilled
Mellow
Quiet
Relaxed
Relieved
Satisfied
Serene
Still
Tranquil
Trusting



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B. Feelings we may experience when our needs are not met

AFRAID

Apprehensive
Dread
Foreboding
Frightened
Mistrustful
Panicked
Petrified
Scared
Suspicious
Terrified
Wary
Worried

ANNOYED

Aggravated
Dismayed
Disgruntled
Displeased
Exasperated
Frustrated
Impatient
Irritated
Irked

ANGRY

Enraged
Furious
Incensed
Indignant
Irate
Livid
Outraged
Resentful

AVERSION

Animosity
Appalled
Contempt
Disgusted
Dislike
Hate
Horrorified
Hostile
Repulsed

CONFUSED

Ambivalent
Baffled
Bewildered
Dazed
Hesitant
Lost
Mystified
Perplexed
Puzzled
Torn

DISCONNECTED

Alienated
Aloof
Apathetic
Bored
Cold
Detached
Distant
Distracted
Indifferent
Numb
Removed
Uninterested
Withdrawn

DISQUIET

Agitated
Alarmed
Discombobulated
Disconcerted
Disturbed
Perturbed
Rattled
Restless
Shocked
Startled
Surprised
Troubled
Turbulent
Turmoil
Uncomfortable
Uneasy
Unnerved
Unsettled
Upset

EMBARRASSED

Ashamed
Chagrined
Flustered
Guilty
Mortified
Self-conscious

FATIGUE

Beat
Burnt out
Depleted
Exhausted
Lethargic
Listless
Sleepy
Tired
Weary
Worn out

PAIN

Agony
Anguished
Bereaved
Devastated
Grief
Heartbroken
Hurt
Lonely
Miserable
Regretful
Remorseful

SAD

Depressed
Dejected
Despair
Despondent
Disappointed
Discouraged
Disheartened
Forlorn
Gloomy
Heavy hearted
Hopeless
Melancholy
Unhappy

TENSE

Anxious
Cranky
Distressed
Distraught
Edgy
Fidgety
Frazzled
Irritable
Jittery
Nervous
Overwhelmed
Restless
Stressed out

VULNERABLE

Fragile
Guarded
Helpless
Insecure
Leery
Reserved
Sensitive
Shaky

YEARNING

Envious
Jealous
Longing
Nostalgic
Pining
Wistful



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Needs Inventory

The following list of needs is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

CONNECTION

Acceptance
 Affection
 Appreciation
 Belonging
 Cooperation
 Communication
 Closeness
 Community
 Companionship
 Compassion
 Consideration
 Consistency
 Empathy
 Inclusion
 Intimacy
 Love
 Mutuality
 Nurturing
 Respect/Self-respect
 Safety
 Security
 Stability
 Support
 To know and be known
 To see and be seen
 To understand and be understood
 Trust
 Warmth

HONESTY

Authenticity
 Integrity
 Presence

PLAY

Joy
 Humour

PEACE

Beauty
 Communion
 Ease
 Equality
 Harmony
 Inspiration
 Order

PHYSICAL WELL-BEING

Air
 Food
 Movement/exercise
 Rest/sleep
 Sexual expression
 Safety
 Shelter
 Touch
 Water

MEANING

Awareness
 Celebration of Life
 Challenge
 Clarity
 Competence
 Consciousness
 Contribution
 Creativity
 Discovery
 Efficacy
 Effectiveness
 Growth
 Hope
 Learning
 Mourning
 Participation
 Purpose
 Self-expression
 Stimulation
 To matter
 Understanding

AUTONOMY

Choice
 Freedom
 Independence
 Space
 Spontaneity



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Making a Request

- ❖ A request is asking for what we want and to inspire another to contribute to our life.
- ❖ We want people to do as we request only if they are willing to do what we ask.
- ❖ Receive requests as a gift and be prepared to accept Yes or No to a request

Connection Request (need for honesty)

Would you be willing to tell me what you heard me say?

Empathic Connection Request (need for understanding)

I would like you to tell me how you feel about what I just said?

Action Request

When you are confident you have a connection only then use an action request. Use the three components in the request starting with "*will you be willing....?*"

- 1) Say what you want not what we don't want

Example: *Would you be willing to listen to my directions till I am finished? (what I do want)*
Instead of *Please don't talk to your person next to you when I am talking. (what I don't want)*

- 2) A request is a present action

Would you be willing to take 5 minutes now to put your things away? (Present)
Would you keep your desk neat from now on? (Future)

- 3) A request is specific and concrete not general

Would you be willing to work on your math home work for 20 minutes?
Would you do your work (general?)
Would you be willing to lower your voice while I am reading? (Action)
Would you be more respectful to others? (Being)

Empathy

Empathy is a respectful connection with what others are experiencing, with attention on feelings and needs. Empathy is a quality of presence.

- ❖ Emptying our mind and listening with our whole being. (Our eyes, ears and heart)
- ❖ Sensing and reflecting back what the other person might be feeling and needing
- ❖ Only when the person has been fully heard moving to strategy and request.



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The Empathy Blockers

- 1) Intellectual understanding of the situation. To understand at the thought level not at the feelings or heart level.
- 2) Sympathizing or commiserating. There is no "I" in sympathy – attention is on the other.
- 3) Giving advice or trying to fix.
- 4) Explaining. Let me tell you why this is happening to you.
- 5) Correcting. Connection before correction. Connection before direction.
- 6) Consoling.
- 7) Telling a story or one upping. Talking about your own experience taking attention off the other.
- 8) Shutting down feelings by offering reassurance before the person is complete.
- 9) Educating or evaluating. Empathy before education.
- 10) Interrogating. Asking questions to satisfy your own curiosity.

Activity

Ask someone to tell you about a behaviour or words that stimulate strong and painful feelings for them. Then work with the 4 step model guessing what the person might be observing, what the feelings, needs and request might be. This exercise is to show respectful curiosity with intention on connection. This is not problem solving or fixing the situation.



The 4 Steps of the Nonviolent Communication Model – Receiving with Empathy

Step 1: Observation

Receiving with empathy what the other person is observing, hearing or remembering.

"When you see, hear,..."

Step 2: Feelings

Receiving with empathy what the other person is feeling.

"Are you feeling..."

Step 3: Needs

Receiving with empathy the other person's needs, values and desires.

"Because you need / value ..."

Step 4: Requests

The concrete action you would like taken.

"Now would you like ...?"



Activity: Putting It Into Practice
How will you use these skills to work more effectively with your Little?
What 2 key concepts did you find most useful?



Final Reflections

1. Practice the skills

Refer back to the initial exercise about a non productive conversation you had. After reviewing this module, how would you use these skills to have a more positive outcome if you were to have that conversation now?

2. Pick a model

Is there a person you know who you believe is a great communicator? What makes that person a good communicator? How can you learn from them?

3. Opportunities to practice

Who are the people in your life that you find challenging to communicate effectively with? What do you think makes it difficult to communicate with them? After reviewing this module, what can you do differently when you communicate with them?



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4. Get support and feedback

What are the ways in which you plan to integrate this in your daily life? Can you work with an "Empathy Buddy" (someone who will listen to you and offer feedback only when you request it) Where can you see yourself using them besides with your Little? How might your relationships change for the better?

5. Building Relationship

How will you use these skills to build a positive relationship and communicate more effectively with your Little?



Taking It Back: Working with Your Little

Some suggestions for incorporating this module in your work with your Little:

Develop relationships

Learning about each other is an important step towards building and sustaining a trusting relationship with your Little. Balance empathic listening and honest expression, work at a pace that is comfortable for the Little.

Prevent and resolve conflict

Practice Nonviolent Communication skills and consciousness to work through disagreements or misunderstandings with each other. Model the skills to support your Little in learning how to handle challenges in a more constructive and peaceful way.

Encourage self reflection

Active listening is an excellent way to assist your Little in becoming more self reflective. By hearing someone else reflect back what we have said can help us gain clarity and insight into our thoughts and emotions. Model and demonstrate how to be curious not critical, observing not judging or blaming.

Build capacity

Practice these communication skills with your Little using role-play, reflection and sharing. Provide guidance and feedback to develop confidence in expressing their feelings, needs and requests.



References and Further Resources

Based on the work of Dr. Marshall Rosenberg and the Centre for Nonviolent Communication

www.cnvc.org

BC Network for Compassionate Communication www.bcnc.org

- 1) Nonviolent Communication. A language of Life: Create Your Life, Your Relationships and Your World in Harmony with Your Values, Marshall B. Rosenberg, Ph.D.
- 2) Nonviolent Communication, Companion Workbook. A Practical Guide for Individual, Group or classroom study, Lucy Leu
- 3) Kornfield, Jack, "A Path with Heart: a Guide through the Perils and Promises of Spiritual Life"
- 4) Kohn, Alfie, "Punished by Rewards: the Trouble with Gold Stars, Incentive Plans, A's, Praise, and other Bribes"
- 5) Glickstein, Lee, "Be Heard Now: Tap into Your Inner Speaker and Communicate with Ease"
- 6) Nagler, Michael N., "Is There No Other Way? The Search for a Nonviolent Future"
- 7) How, Then Shall We Live by Wayne Muller : Four Simple Questions that reveal the beauty and meaning of our lives
- 8) Loving What Is: Four Questions That Can Change Your Life, Byron Katie and Stephen Mitchell
- 9) The Four Agreements: A practical Guide to Personal Freedom, Don Miguel Ruiz
- 10) The Four Agreements companion workbook; Using the Four Agreements to Master the Dream of Your Life, Don Miguel Ruiz and Janet Mills
- 11) Emotional Intelligence; Why It Can Matter More Than IQ Daniel Goleman
- 12) Social Intelligence; The New Science of Human Relationship, Daniel Goleman

