Non-violent communication.

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soft skills

“Most of us are hunting for skills that can improve the quality of our relationships, to deepen our sense of personal empowerment or simply help us communicate more effectively. Unfortunately, most of us have been educated from birth to compete, judge, demand and diagnose; to think and communicate in terms of what is “right“ and “wrong“ with people”.

This is opposite to nonviolent communication

Conflicts are all around us – in us, in our home, school, community, and society–cultures.
Violence

Violence is a tragic response to unmet needs and this could be physical, emotional/psychological and verbal.

It is tragic because of negative consequence of unmet needs. Unfortunately, People’s needs are not satisfied by violence.

The chances of having needs met is diminished – may meet some short term needs (releasing anger, venting, relief kind of effect – in the long term – what kind of relationship are we building with the other person through violence?)
Honestly Expressing: How I am and what I would like without using blame, criticism or demands.

Empathically receiving: How another is and what he/she would like without hearing blame, criticism or demands.
NVC focuses on the four main areas of information:

- **Observations**: Objectively describing what is going on without using evaluation, moralistic judgment, interpretation or diagnosis.

- **Feelings**: Say how you feel (emotions and body sensations) about what you have observed without assigning blame.

- **Needs**: Understand your needs and needs of other people involved in conflict. We all have conflict over unmet needs—The basic human needs that are or not being met and are the source of feelings.

- **Requests**: Make clear and genuine request for actions that can meet both needs.
Resolve conflicts peacefully—personal or public, domestic or international
Get to the heart of conflict and disputes quickly
Improve cooperation—listen so others are really heard
Transform criticism and blame into compassionate connection
Prevent future pain and misunderstanding.
Positive activism

- Positive activism is a process of thinking, caring and acting positively to resolve the conflict.
- Acting in ways that create positive relationship
- Create a positive change, it seeks for an honest connection with someone or party you are conflicting with.
- Shifting from blame to a consideration of both needs and feelings while inviting connection to communicate openly and honestly.
Positive activism

- Stay Connected to feelings and need: Prevent and reduce conflicts by learning to stay connected to your feelings and needs through self-empathy.
- Increase satisfying outcomes from emotionally charged situations by entering them from a place of calm and compassion, rather than defensiveness or anger.
- Stay Connected to Your Values—deepen your personal connections by entering all interactions from a place of compassion.
Benefits to organisation and individuals

- Good for personal growth and healing, transform shame and depression into personal empowerment.
- Heal old pain
- Transform unhealthy habits
- Stay connected to your own needs and preferences.
Organisational Effectiveness

- Improve teamwork, efficiency and morale
  Increase meeting productivity.

- Maximise the quality of your services or products.

- Maximise your organisation’s benefit to the community.
Education and Schools

- Improve safety, trust and connection in classroom and whole school.
- Improve classroom teamwork, efficiency and cooperation.
- Strengthen students, teachers and youth workers relationships.
Dynamic communication techniques transform potential conflicts into peaceful dialogues. You’ll learn simple tools to defuse arguments and create compassionate connections with your family, friends and others (John Gray, Ph.D., author, Men Are from Mars, Women Are from Venus)

“Nonviolent Communication is instrumental in creating an extraordinary quality of life. This compassionate and inspiring message cuts right to the heart of successful communication. (Anthony Robbins, author, Awaken the Giant Within and Unlimited Power)

“Changing the way the world works sounds daunting, but Nonviolent Communication helps liberate us from ancient patterns of violence (Francis Lefkowitz, Body and Soul)
Question and discussion