

Transforming the Way We Communicate

Effective Communication Skills to Prevent and Solve Conflicts

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Conflict Activity

A specific event you did not enjoy

Think of a recent conflict you experienced and write it down.

What is communication?

A process by which information is exchanged between individuals through a common system of symbols, signs, or behavior. It can be verbal or non-verbal.

(Adapted from Merriam-Webster)

What happens while we are communicating in times of conflict?

The diagram shows two blue human figures facing each other. Above each figure is a speech bubble. A double-headed arrow connects the two speech bubbles. Below the figures, the words 'speaking' and 'listening & thinking' are written. To the left of the figures, a list of negative communication behaviors is provided: 'images & thoughts', 'judgment & diagnosis', 'I am right, you are wrong', 'blaming', and 'criticism'. To the right, another list includes: 'images & thoughts', 'own story', 'judgments and diagnosis', 'defensiveness', 'attack', and 'avoidance/invisibility'.

Observation

Observe what you do in your mind and body as you hear me

Is conflict solved?

Have people connected and strengthen their relationship?

Was there effective communication?

This diagram is identical to the one in the first slide, showing two figures with speech bubbles and arrows, and lists of communication behaviors on either side.

Usual Way of Communicating, Especially in Times of Conflicts

Evaluating,
Diagnosing and Labeling
Others and Ourselves

You are...
What you did is...

I am ...
You are ...



Non-Violent
Communication:
a different option

Non-Violent Communication
from Marshall B. Rosenberg, PhD

- NVC is a clear and effective model for communicating in a way that is cooperative, conscious, and compassionate.
- NVC is a "language of life" that helps us to transform old patterns of defensiveness and aggressiveness into compassion and empathy and to improve the quality of all of our relationships.

Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press

Parts of NVC for effective and compassionate communication

honestly expressing ourselves

empathically listening to others

Honesty

Honesty begins with truly understanding ourselves and our own needs, and what is happening in us in the present moment.

Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press

NVC Shared Meaning

- Empathy
- Observations without diagnosis
- Needs
- Feelings
- Requests without demands
- Strategies

Empathy

- Empathy allows us to put ourselves into another's shoes to sense the same feelings and understand the same needs.
- Empathy gives us the means to remain present to and aware of our own needs and the needs of others even in extreme situations that are often difficult to handle.

Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press

Components of NVC

1. Observation

Observation without evaluation

- Noticing concrete things and actions around us.
- Distinguishing between *judgment* and *what we sense in the present moment*.

Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press


Observation or judgment?

- My boss was angry with me for no reason.
- The clerk in department 22 is always petulant.
- This morning the client asked me if I was there to help her three times.
- The parties did not show up to the hearing.
- The judge didn't care if I was doing my job or not because she kept looking at her watch.
- Opposing counsel was so inappropriate with my client.
- The respondent bit her fingernails when she was asked about her partner.
- The clients have unreasonable demands.
- I heard my client say "No" when I asked him if he had lived in Florida in 2005.

Components of NVC

1. *Observation Activity*

Let's translate judgment into observation

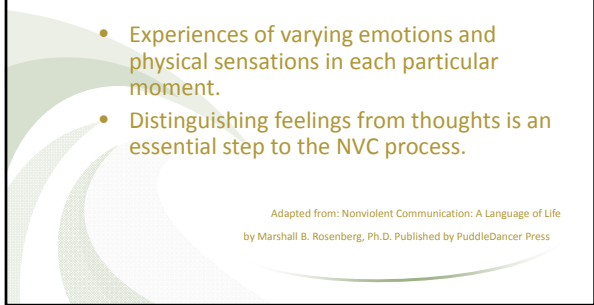


Components of NVC

2. *Feelings*

- Experiences of varying emotions and physical sensations in each particular moment.
- Distinguishing feelings from thoughts is an essential step to the NVC process.

Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press




Components of NVC

2. *Feelings Inventory*

How we are likely to feel when our needs <u>ARE</u> being met	How we are likely to feel when our needs are <u>NOT</u> being met
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Adapted from: Nonviolent Communication: A Language of Life by Marshall B. Rosenberg, Ph.D. Published by PuddleDancer Press



Components of NVC

2. Feelings Activity

Think of a recent moment at work which you enjoyed or did not enjoy and look for words in the Feelings Inventory that reflect your feelings at that moment.

Components of NVC

3. Needs

- Our needs are an expression of our deepest shared humanity.
- Needs are universal.
- What is most alive in us at the moment: our core values and deepest human longings.

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Components of NVC

3. Needs Activity

Think of a recent moment at work which you enjoyed or did not enjoy and look for words in the Needs Inventory that depict what was important for you at that moment.

First step for effective communication
the NVC way

Expressing or listening for feelings and needs is a step toward communicating compassionately, empathically and toward connection because we got rid of our enemy images.

Second step

Strategies

Conflicts happen at the level of strategies.

Components of NVC

4. Requests

- Making clear and present requests of concrete actions that can be carried out in the present moment
- Finding ways to cooperatively and creatively ensure that everyone's needs are met.

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Components of NVC

Requests vs. Demands

When people hear a demand, they are more likely to resist because demands threatens our autonomy, our strong need for choice.

Self-empathy

Hear the underlying feelings and needs and realize that the actions or words we choose at a particular moment are an attempt to meet our needs

Basic Outline of NVC model

When I see/ hear _____
I feel _____
because my need for _____ is/is not met.
Would you be willing to _____?

NOTE: This is just a model; using this form and this language is not the most important aspect of NVC.

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Basic Outline of NVC model

- » Make it yours
- » Make it brief

Putting into Practice

Activity - Role play

Think of a recent event at work/ in court and use the NVC basic outline to communicate in an effective, clear and honest way. The intentions are to prevent and solve conflicts and have everybody's needs met.

How can NVC help us in mediation?

- Helping people identify the feelings and needs they and the other person has.
- Reflecting back what people say translating what we hear in feelings and needs
- Helping people get rid of the enemy image
- Assisting people in making requests
- Communicating authentically
- Understanding our intentions (needs) clearly

Resources

- Rosenberg, Marshall. Nonviolent Communication: A Language of Life. Encinitas, CA: PuddleDancer Press, 2003.
- Leu, Lucy. Nonviolent Communication: Companion Workbook. Encinitas, CA: PuddleDancer Press, 2003.
- www.cnvc.org
- www.baynvc.org

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