

## **Non Violent Communication** Connecting Communication



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*"When someone shouts "F-ck you!", what they really mean is, "I am so in pain that I can't express my real needs and feelings." Caverly*

### Tags

Social - Building Community & Embracing Diversity / Communication Skills

### Challenge

Most conflicts between individuals or groups arise from miscommunication about their human needs, due to coercive or manipulative language that aims to induce fear, guilt, shame, etc. These "violent" modes of communication, when used during a conflict, divert the attention of the participants away from clarifying their needs, feelings, their perceptions and their requests, thus perpetuating the conflict. Moralistic judgements, demands that threaten the listener with blame or punishment or denial of responsibility via language are seen as part of "violent" communication.

### Solution

Non violent communication was developed by Marshall Rosenberg, and invites to practice empathy with ourselves and the others by focussing attention on four components -

observation: an observation specific to time and context is recommended - the facts instead of an evaluation of meaning and significance

feelings: emotions or sensations, free of thought and story - careful: "I feel I did not get a fair deal." is not a feeling!

needs: universal human needs, instead of particular strategies for meeting needs.

request: request for a specific action, free of demand, and negotiable, using clear, positive and concrete language.

The three modes of applying NVC are self empathy, receiving empathically, and expressing honestly.

Adopting non violent communication can become a way of living.

### References

Book:

Nonviolent Communication: A Language of Life by Marshall Rosenberg

Website:

<http://www.cnvc.org> - The centre for non violent communication

Link to website and pdf: The 4 part NVC process:

<http://www.nonviolentcommunication.com/aboutnvc/4partprocess.htm>

wiki on NVC:

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