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# Effective Communication That *Really Works*

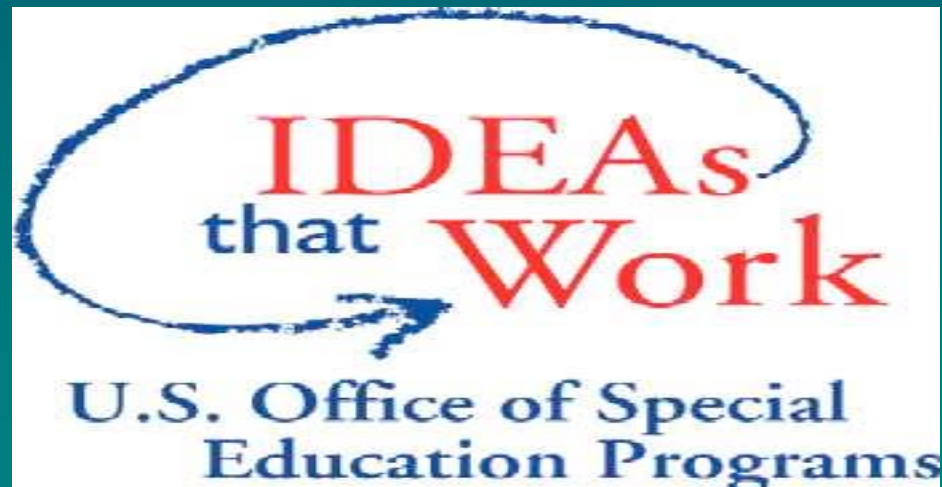


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# US Department of Ed Disclaimer

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The contents of this power point were developed under a grant from the US Department of Education. However, those contents do not necessarily represent the policy of the US Department of Education and you should not assume endorsement by the federal Government Project Officer, Carmen Sanchez.



# Workshop Overview

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- Exploring the term non-violent
- Working with a personal situation
- Introduction to NVC – 4 Parts
- Questions
- Practice

# Non-Violent Communication

*"What I want in my life is compassion, a flow between myself and others based on a mutual giving from the heart."*

- Marshall Rosenberg



## Non-Violent- This Doesn't Apply to Me ~ Or Does it?

“We often don't acknowledge our violence because we are ignorant about it; we assume we are not violent because our vision of violence is one of fighting, killing, beating, and wars- the type of things that average individuals don't do.” - Arun Gandhi

## Non-Violent- This Doesn't Apply to Me ~ Or Does it?

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“In passive violence, the hurt is emotional. Passive violence fuels the fire of physical violence...Non-violence is about inculcating positive attitudes to replace the negative attitudes that dominate us.” - Arun Gandhi

# Working with A Personal Situation

**Take a minute to think about a recent situation in your life where you experienced “emotional hurt.” Who did you communicate with? What words were exchanged?**



# Non-Violent Communication- by Marshall Rosenberg

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- Observation
- Feeling
- Need
- Request

For more information on NVC please  
visit: <http://www.cnvc.org/>



# Observation

"Observing without evaluating is the highest form of human intelligence." ~  
Philosopher J. Krishnamurti



# Observation

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- Is non-judgmental, based on facts
- Example: I am noticing that you have missed our last 2 physical therapy appointments.
- I see your clothes on the floor.
- We haven't spoken in 3 days.
- Tone is important – takes self-awareness to monitor

# Observation

Think back to your personal situation. Did you use observation in your communication? Did the other person?



# Feelings



# Feelings

"Our repertoire of words for calling people names is often larger than our vocabulary of words that allow us to clearly describe our emotional states." ~ Marshall Rosenberg



# Feelings

*Feelings are not being clearly expressed when the word "feel" is followed by:*

Words such as "that," "like," and "as if"

- "I feel that you should know better."
- "I feel like a failure."
- "I feel as if I'm living with a wall."

# Feelings

*Feelings are not being clearly expressed when the word "feel" is followed by the pronouns "I," "you," "he," "she," "they," and "it" or names of people.*

- "I feel I am constantly on call."
- "I feel it is useless."
- "I feel he was out of line."
- "I feel Amy was irresponsible."

# Feelings

*In NVC, we distinguish between words that express actual feelings and those that describe what we think we are.*

- "I feel inadequate as a guitar player."

In this statement, I am assessing my ability as a guitar player, rather than clearly expressing my feelings.

Expressions of actual feelings:

- "I feel disappointed in myself as a guitar player."
- "I feel impatient with myself as a guitar player."



# Feelings

*In NVC, it is helpful to differentiate between words that describe what we think others are doing around us and words that describe actual feelings.*

- "I feel ignored."
- "I feel misunderstood."
- "I feel judged."

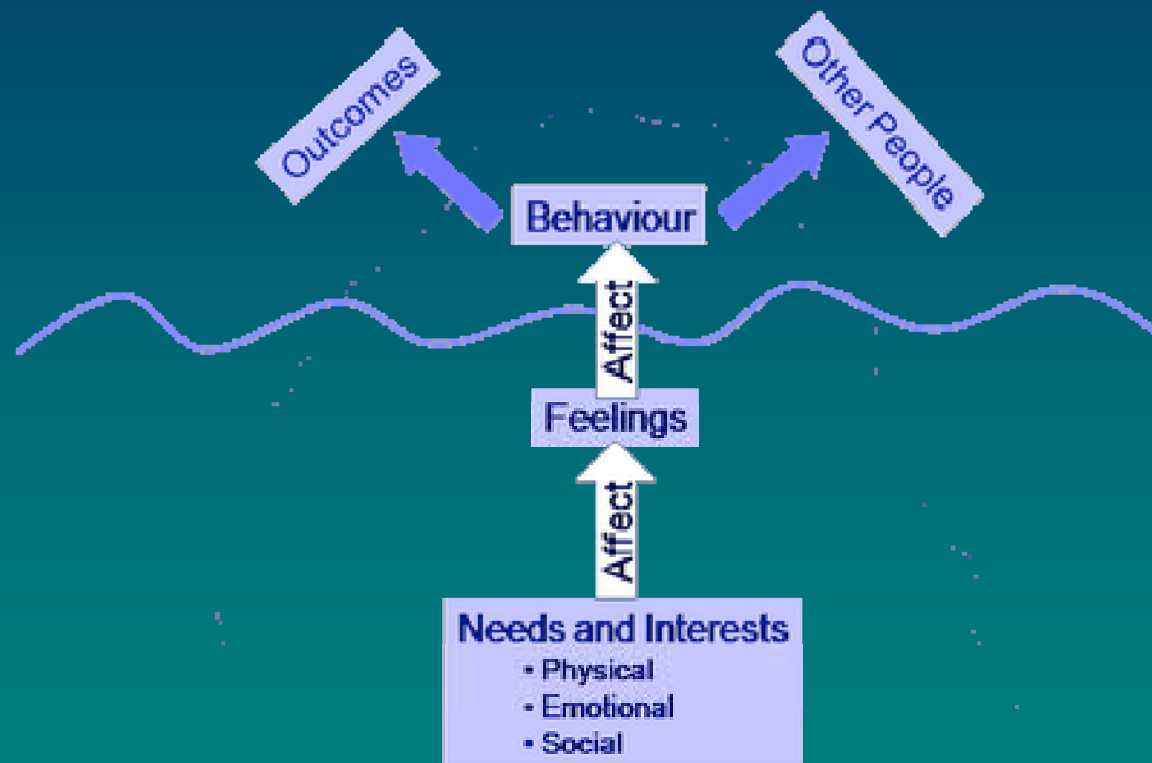
To clearly express feelings, ask yourself, "how do I feel when I am ignored/misunderstood/judged?"

# Feelings

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- Afraid
- Confused
- Embarrassed
- Tense
- Annoyed
- Angry
- Fatigue
- Pain
- Disconnected
- Sad
- Vulnerable
- Yearning

# Feelings



# Feelings

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- Take responsibility for your own feelings, do not blame others.
- *Feel* your feelings, don't just think about them. Feelings have 2 components- thoughts & sensations in the body.
- Use "I-statements"
- Instead of saying "You made me angry" say, "I felt angry." Or "I feel angry."

# Feelings

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# Feelings

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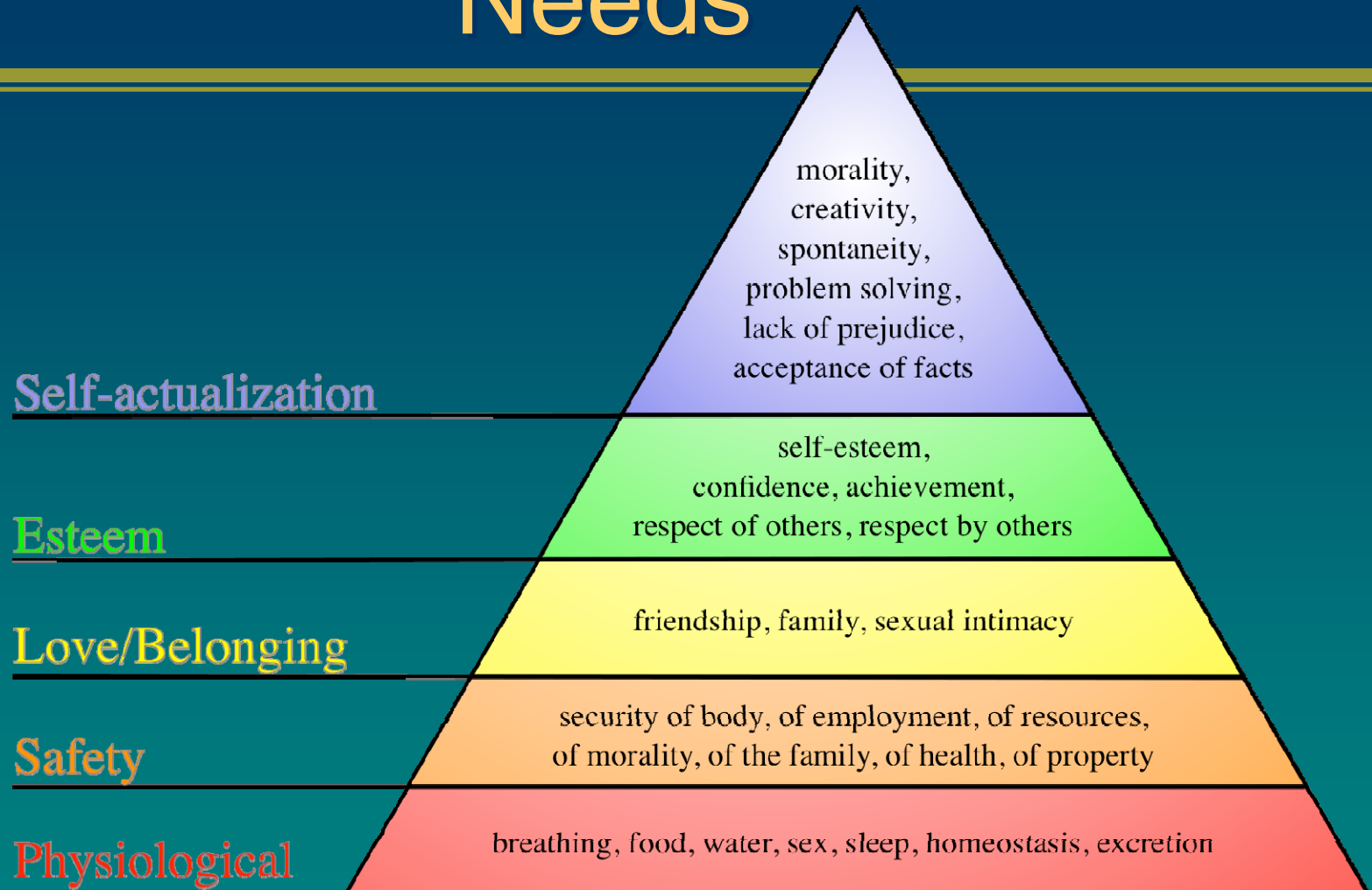
- Think back to your situation- did you or the other person communicate directly about feelings? Or indirectly? Was there blame on either side?
- How might you have communicated about feelings?

# Feelings List

Please see handout for complete list.  
Visit: <http://www.cnvc.org/node/176>



# Needs





# Needs

- *Connect Feelings and Needs.* Feelings are the result of unmet or met needs.
- When feeling strong emotions, take some time to figure out what it is you need, and add that to your “I-statement.”
- For example: “I feel angry when I’ve cleared my schedule and you don’t show up. I need stability and support because I’m concerned about my child not getting his needs met.”

# General Need Categories

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- Connection
- Physical Well Being
- Honesty
- Play
- Peace
- Autonomy
- Meaning

# Needs

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# Needs

- Think back to your situation. Were needs communicated?
- How might you have communicated them?



# Needs

Please see your handout for a complete list. Visit: <http://www.cnvc.org/node/179>



# Request

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Finally, Make a request:

- Use clear, positive concrete action language that reveals what you really want.
- Be specific. Requesting “respect” or that someone “be nice” is vague.

# Request

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Example:

“I would like to request that if you can’t keep our appointment that you call me and give me as much advance notice as possible. I’d also like to make up the 2 missed physical therapy sessions. Is that possible?”

# Request vs. Demand

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- When the other person hears a demand from us, they see two options: submit or rebel.

*How to tell if it's a demand or a request:*

Observe what the speaker does if the request is not complied with. It's a demand if the speaker then criticizes or judges.



# Request vs. Demand

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- If our objective is only to change people and get our way, then NVC is not an appropriate tool. The process is designed for those who would like others to change and respond, but only if they choose to do so willingly and compassionately." ~ Marshall Rosenberg

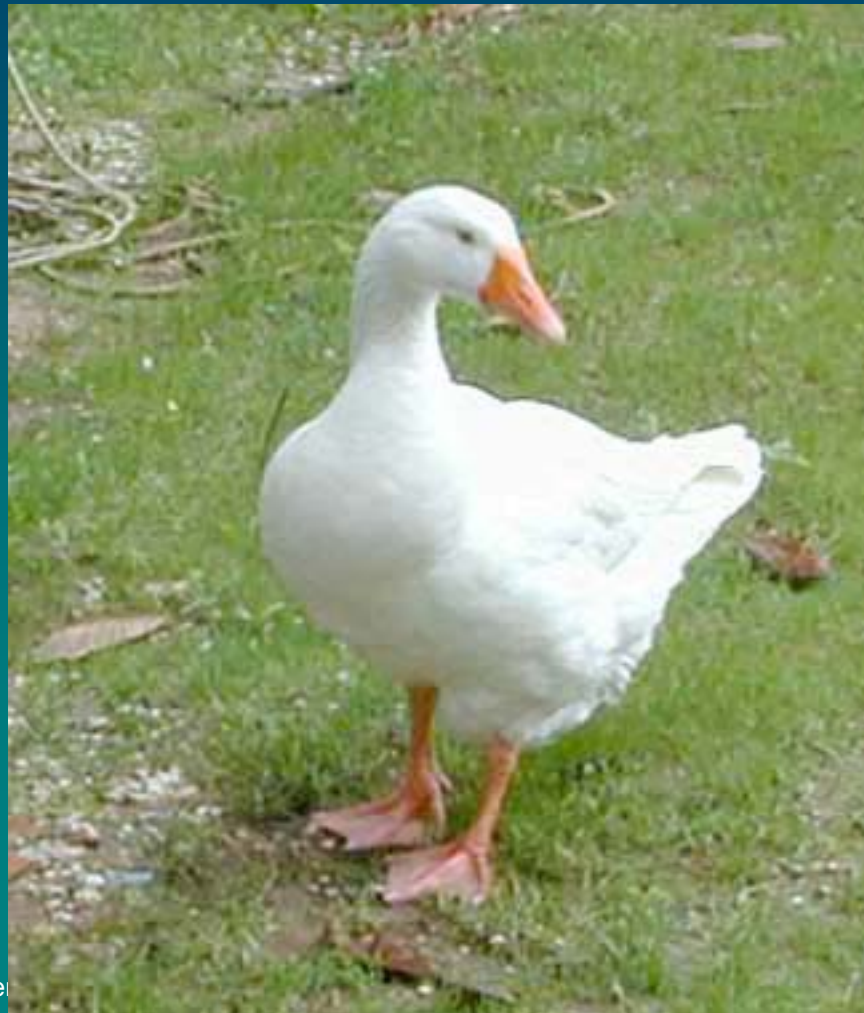
# Request

Think back to your situation. Did you make a request? Or a demand? Was a request or demand made of you?



# What's good for the goose...

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# Listening of the feelings and needs of others

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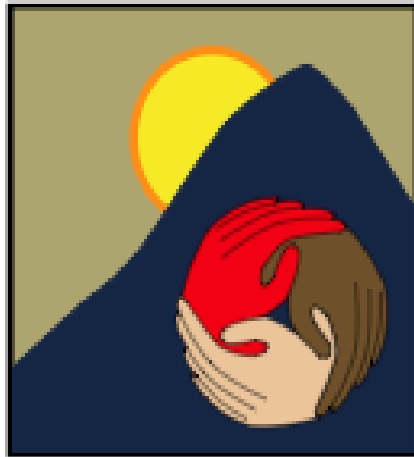
Think back to your situation- what might the feelings and needs have been for the other person?



# Compassion

Our objective is a relationship based on honesty and empathy.





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