

In Brief - Nonviolent Communication

Background on NVC

NVC, Nonviolent Communication, is the result of Marshall Rosenberg's research on how to communicate to create contact.

It is built on a four domains of attention, and: Observation, Feelings, Needs and Wishes.

It is based on the assumption that every human being share the same set of basic needs. What needs are unmet, met, expressed etc may vary a lot from individual to individual, and from time to time.

The purpose of NVC is to establish connection. Connection is a first step to understanding, and to mutual development. So when engaging in any dialogue, do so with the purpose of really connecting with the other person.

Prepare

Yes! To always know what you feel is really difficult. And then to guess why is harder yet. But life is a learning journey, isn't it?

Your feelings may be triggered by outside events, by someone doing or saying something. But what is really triggered is an old psycho-emotional response. A "hidden" memory from the past. Therefore, you feeling something can almost never be blamed on someone else. Try to see it as a gift, to see more of yourself.

Practice Noticing

Set an hourly reminder. Every time it goes off, spend 30 seconds to connect with yourself. Notice and name your 4 ways of knowing:

1. Your thoughts
2. Your bodily sensations
3. Your emotions (or feelings)
4. Your energy.

And note your needs. What needs are fulfilled right now, and what are not?

Examples of feelings and needs are found on the last page.

Get going

Practice NVC

When you speak, try to cover the aspects:

- Your observation(s).
- Your feelings about it. (not opinions).
- Your needs (what needs you hold that are and are not fulfilled.).
- Your wishes (not demands or requirements).

See next page for a deeper, still brief intro.

NVC in 5 minutes...

1. Observation

An objective observation of what has happened. Communicate what can be filmed with a camera.

Don't express an interpretation of reality!

Say: *When you scream to me...* - observation.

Don't say: *When you are angry....* - interpretation.

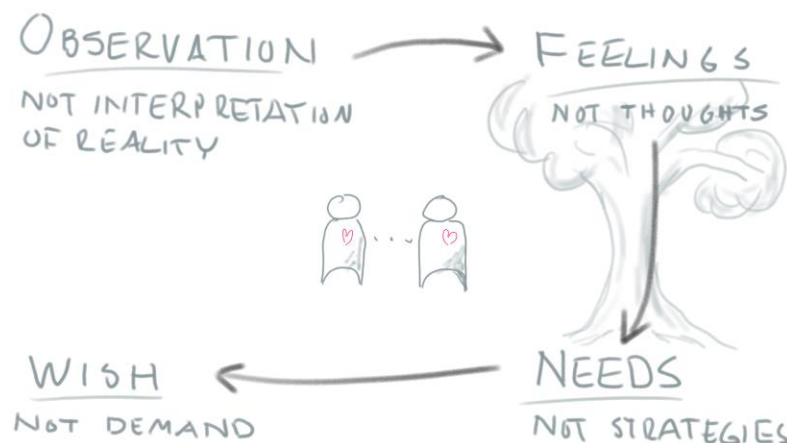
2. Feelings

Actions spark feelings. Communicate feelings connected to the observation. Feelings you can feel in your body. The real deal.

Don't express thoughts!

Say: *I feel sad and scared* - feeling.

Don't say: *I feel that you treat me badly* - thought.



4. Wishes

Express concrete wishes of what you do want, to cater for your unmet needs.

Express actionable wishes, not vague.

Don't express demands. Express what you want, not what you don't want.

Offer your wishes as gifts that your peer can choose to accept, or not.

Say: *I wish that you would apologize to me* - concrete and actionable wish.

Don't say: *You must control your anger* - vague and demanding.

Remember – You wishing something is not equal to you getting it. Or even being entitled to... Your counterpart also have needs, fears and wishes...

And remember the important mindset: "Everyone does the best he/she can in every situation, given her/his background and inherent capabilities."

3. Needs

Feelings and needs are connected like a tree. Unsatisfied needs feed negative feelings and satisfied needs feed positive feelings.

Strategies are ways to get your needs fulfilled. Express your needs, not your strategies.

E.g.

Need: inclusion.

Strategies: a party, playing soccer or having a good team at work.

Say: *I need to feel included* - need.

Don't say: *I need a party* - strategy to feel included.

Feelings

Calm	Uneasy
Comfortable	Stressed
At ease	Tense
Content	Nervous
Safe	Suspicious
Secure	Afraid
Free	Dominated
Confident	Lost
Loved	Lonely
Satisfied	Restless
Attracted	Disappointed
Thankful	Frustrated
Delighted	Uncomfortable
Moved	Concerned
Curious	Split
Exited	Tired
Hopeful	Sceptical
Happy	Sad
Brave	Scared
Passionate	Angry
Touched	Hostile
Connected	Irritated
Comforted	Vulnerable
Certain	Diminished
Fascinated	Alone
Tender	Cold
Dynamic	Trapped
Alert / Pepp	Bored
Energetic	Miserable
Enthusiastic	Uninterested
Alive	Confused
Amazed	Upset
Proud	Ashamed
Surprised	Impatient
Inspired	Embarrassed
Intent	Irresolute
Re-enforced	Overwhelmed

Needs

Health	Rest, sleep
Peace	Balance
Safety	Security
	Freedom
	Protection
Relaxation	Love
Mourning	Warmth
Inclusion	Acceptance
Dialogue	Shared reality
Respect	Authenticity
Support	Understanding
Belonging	Trust
Honesty	Compassion
Empathy	Being seen
Being heard	Consideration
Learning	Efficiency
Participation	Cooperation
Mutuality	Simplicity
Movement	Predictability
Mandate	Clarity
Confirmation	Action
Contribute	Challenge
Light	Creativity
Beauty	Celebration
Meaning	Integrity
Happiness	Play
Humor	Thoughtfulness
Inspiration	Equality
Connection	Harmony

Känslor

Lugn	Illa till mods
Bekvämt	Stressad
Avslappnad	Spänd
Nöjd	Nervös
Säker	Misstänksam
Trygg	Orolig
Fri	Begränsad
Själsäker	Vilse
Älskad	Ensam
Nöjd	Rastlös
Attraherad	Besviken
Tacksam	Frustrerad
Förtjust	Obekvämt
Rörd	Bekymrad
Nyfiken	Splittrad
Exalterad	Trött
Hoppfull	Skeptisk
Glad	Sorgsen
Modig	Rädd
Passionerad	Arg
Gripen	Fientlig
Sammankopplad	Irriterad
Tröstad	Sårbar
Förvissad	Förminskad
Fascinerad	Förtvivlad
Ömsint	Kall
Dynamisk	Instängd
Alert / Pepp	Uttråkad
Energisk	Eländig
Entusiastisk	Ointresserad
Levande	Förvirrad
Förvånad	Upprörd
Stolt	Skamsen
Överraskad	Otålig
Inspirerad	Generad
Bestämd	Obeslutsam
Stärkt	Överväldigad

Behov

Hälsa	Vila, sömn
Frid, fred	Balans
Säkerhet	Trygghet
Frihet	Beskydd
Avslappning	Kärlek
Sörja	Värme
Inkluderad	Acceptans
Dialog	Delad verklighet
Respekt	Autenticitet
Stöd	Förståelse
Höra till	Tillit
Ärlighet	Medkänsla
Empati	Bli sedd
Bli hörd	Omtanke
Lärande	Effektivitet
Delaktighet	Enkelhet
Ömsesidighet	Samarbete
Utveckling	Förutsägbarhet
Mandat	Klarhet
Bekräftelse	Handling
Att ge, bidra	Utmaning
Ljus	Kreativitet
Skönhet	Firande
Mening	Integritet
Glädje	Bus & lek
Humor	Reflektion
Inspiration	Jämlikhet
Kontakt	Harmoni