Healthy Conflict, 4.4: Nonviolent communication

Summary

- Nonviolent communication is a model for potentially difficult conversation and feedback that removes blame and assumptions.
- Whilst the whole piece is important, each section has value that can be used in different situations. .

1. State the problem, avoiding 'you' language and using 'I' language.
   'When _____ happens, I feel _____.'
   For example: *'When people raise their voice, I feel quite nervous and tense.'*
2. Name your needs: **'I need ___'** or **'I work better when _____'**
   For example: *'I work better when I'm spoken to calmly, or when people apologise if they have to raise their voice in the moment.'*
3. Suggest a change: '**How do you feel about _____ ?'**
   For example: *'How do you feel about trying not to raise your voice, or - if you do - acknowledging it afterwards?'*

- Feel free to adapt this as to what feels most appropriate for you. The key things to remember are that it works because it removes assumptions and blame, and focusses on you and your needs rather than what someone has done wrong.

Exercises

1) Choose three challenging conversations you might have at work and frame them using the non-violent communication structure.

2) See if you can practice different elements of this in your practice. What happens to you? What happens to others?

Resources and links:

- https://www.lumiacoaching.com/blog/basics-of-nonviolent-communication Blog including the structure of nonviolent communication
- https://www.cnvc.org/learn/what-is-nvc More links to videos and courses for nonviolent communication
- https://positivepsychology.com/non-violent-communication/ More detail on the different steps of nonviolent communication

Evaluation:

We would really appreciate your feedback through these short questionnaires on the videos and their usefulness. Your feedback will help us improve future content.

Prior to watching the videos

After watching the videos