



What is said.



What is really meant.

Non Violent Communication (NVC)

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4 Basic Assumptions

1. We all share the same basic, universal human needs.
2. Feelings and emotions are signals telling us whether or not our needs are being met.
3. Compassion is our basic human nature.
4. At the core of all conflict, violence and emotional pain are needs that are not being met.

Compassion is the response to the suffering of others that motivates a desire to help

The NVC process is a framework for communicating what we feel and what we need in a manner that helps ensure we'll be understood.

4 basic steps of NVC process:

1. Objectively **OBSERVING** the situation (without evaluation, blame or moralistic judgment).
2. **IDENTIFYING** the feelings that the situation brings up,
3. **DIGGING** deeper to identify what need is or is not being met and
4. **REQUEST** actions that would better meet your needs.

NVC

Nonviolent Communication, compassionate communication or collaborative communication.

The idea has been around since the 1960s, was a process started by Dr. Marshall Rosenberg an American Psychologist.

NVC focuses on 3 aspects of communication:

1. Self-empathy (defined as a deep and compassionate awareness of one's own inner experience)
2. Empathy (defined as listening to another with deep compassion)
3. Honest-self-expression (defined as expressing oneself truthfully in a manner that could inspire compassion in others).

Violent

How do we communicate—

With moralistic judgments, evaluations, criticisms, demands, coercion or labels of ‘right’ versus ‘wrong’ – could also be violent.

Speaking and thinking in these ways often leads to inner wounds, which in turn often evolve into depression, anger or physical violence.

Observation

These should be purely factual observations, with no component of judgment or evaluation.

People often disagree about evaluation because they value things differently, but directly observable facts provide a common ground for communication.

“It was 7pm & I didn’t see the preparation of handover.”

“It is always late to start the handover.”

Feelings

Naming the emotion, without moral judgment, enables you to connect in a spirit of mutual respect and cooperation.

“There’s half an hour to go before the show starts & I see that you’re pacing. Are you nervous?”

Needs

When our needs are met, we have happy, pleasant feelings; when they are not met, we have unpleasant feelings.

Stating the need, without morally judging it, gives you both clarity about what is alive in you or the other person in that moment.

“ I saw that your name wasn't mentioned in the acknowledgements. Are you feeling resentful because you're not getting the appreciation you need?”

Request

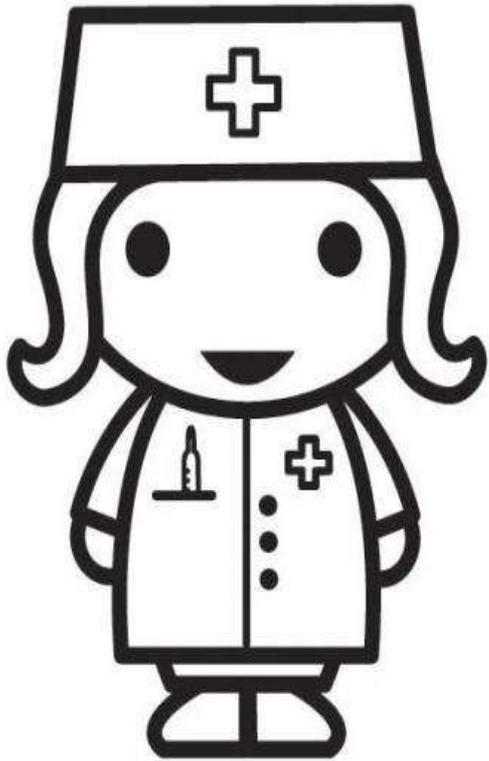
Make a concrete request for action to meet the need just identified.

Ask clearly and specifically for what you want right now, rather than hitting or stating only what you don't want.

Summary

You are a Nurse and you act over-smart, so ungrateful.

(O) I am a Nurse. I have a life and
(O) I can recall several specific times of feeling grateful. Today I feel (F) discouraged because I need (N) clarity about how to lead my life in a way that is (N) authentic. Its not that I am ungrateful, that is my system needs something that is not getting(N).



Reference

Mr Raghu Mainali; Mr Binod Bhattarai “Effective Communication Training for Health Professionals”



THANKYOU