

Enclosure No.1 to “Non-judgemental behaviour” tool

Nonviolent communication is...

Nonviolent Communication (NVC) is sometimes referred to as compassionate communication. Its **purpose** is to:

1. create human **connections** that empower compassionate giving and receiving
2. create governmental and corporate **structures that support compassionate** giving and receiving.

NVC involves both communication skills that foster compassionate relating and consciousness of the interdependence of our well-being and using power with others to work together to meet the needs of all concerned.

This approach to communication emphasizes compassion as the motivation for action .It is about creating a quality of connection that gets everyone’s needs met through compassionate giving.

The **4 STEPS process of NVC** encourages us to focus on :

1. Differentiating **observation** from evaluation, being able to carefully observe what is happening
2. Differentiating **feeling** from thinking, being able to identify and **express** internal feeling states in a way that does not imply judgment, criticism, or blame/punishment;
3. **Connecting** with the universal **human needs/values** (e.g. sustenance, trust, understanding) **in us** that are being met or not met in relation to what is happening and how we are feeling; and
4. **Requesting** what we would like in a way that clearly and specifically states what we do want (rather than what we don’t want), and that is truly a request and not a demand (i.e. attempting to motivate, however subtly, out of fear, guilt, shame, obligation, etc. rather than out of willingness and compassionate giving).

These skills emphasize personal responsibility for our actions and the choices we make.

With NVC we learn to hear our own deeper needs and those of others, and to identify and clearly articulate what “is alive in us”. When we focus on clarifying what is being observed, felt, needed, and wanted, rather than on diagnosing and judging, we discover the depth of our own compassion.

NVC is a clear and effective **model** for communicating in a way that is cooperative conscious, and compassionate.

Adapted from:
Nonviolent Communication: A Language of Life
by Marshall B. Rosenberg, Ph.D.

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