

## Enclosure No. 2 to “Effective Communication Strategies” tool

### How to use NVC?

Keep role changes /use emphatic listening and expressing/ as many times as needed to understand each other.

Using empathy and active listening /clarify questioning with NVC’s 4 steps/ to listen the other, and using 4 steps to express our inner world.

### NVC’s 4 STEPS:

1. Observation behaviour or events (without interpretation or evaluation being mixed in)
2. Expressing our feelings ( avoid evaluating expressions)
3. Expressing our needs (NVC includes a literacy of human needs and a listed itinerary of basic universal needs)
4. A clear specific Requests for connection or action /I-Messages, or Strategies/

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This tool can be found on the project website: [crocoos.tka.hu](http://crocoos.tka.hu)

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