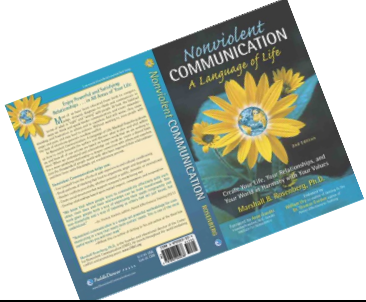


# Active Listening Using Non Violent Communication



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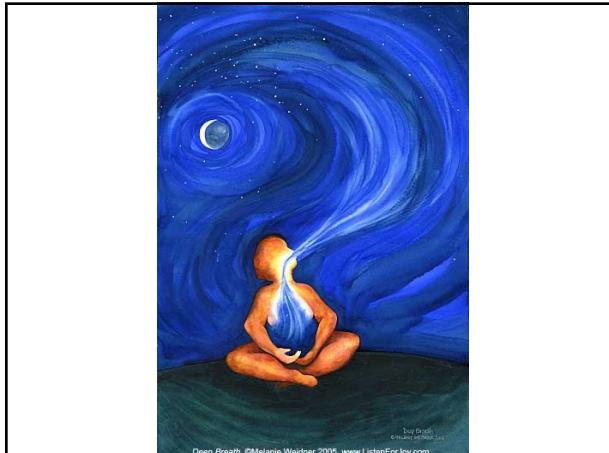
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## CHAT BOX

What is the difference between the guided breaths you just took and the breathing you have been doing all day?

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<p><b>Hearing</b></p> <ul style="list-style-type: none"> <li>• Accidental</li> <li>• Involuntary</li> <li>• Effortless</li> </ul>	<p><b>Listening</b></p> <ul style="list-style-type: none"> <li>• Focused</li> <li>• Voluntary</li> <li>• Intentional</li> </ul>
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**consider things from their point of view—**

"You never really understand a person until you



Until you climb into their skin and walk around in it."

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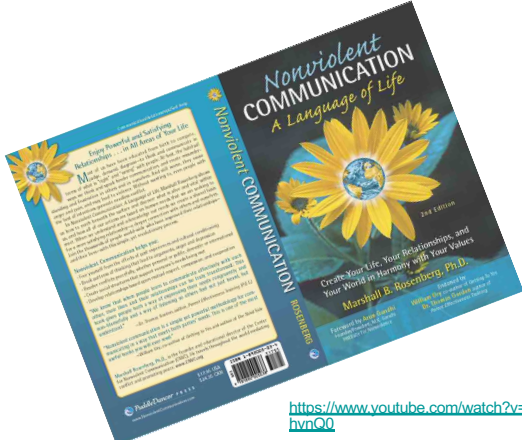
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<https://www.youtube.com/watch?v=8sjA9QhvnQ0>

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“Non Violent Communication helps us create a more peaceful state of mind by encouraging us to focus on **what we are truly needing** rather than on what is wrong with others or ourselves.”

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### needs inventories

<b>CONNECTION</b> acceptance affection appreciation belonging cooperation communication closeness community companionship compassion consideration consistency empathy inclusion intimacy love mutuality nurturing respect/self-respect	<b>CONNECTION continued</b> safety security stability support to know and be known to see and be seen to understand and be understood trust warmth	<b>HONESTY</b> authenticity integrity presence  <b>PLAY</b> joy humor  <b>PEACE</b> beauty communion ease equality harmony inspiration order  <b>AUTONOMY</b> choice freedom independence space spontaneity	<b>MEANING</b> awareness celebration of life challenge clarity competence consciousness contribution creativity discovery efficacy effectiveness growth hope learning mourning participation purpose self-expression stimulation to matter understanding
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### feelings inventories

**Feelings when your needs are satisfied**

<b>AFFECTIONATE</b>	<b>EXCITED</b>	<b>JOYFUL</b>	<b>HOPEFUL</b>
<b>CONFIDENT</b>	<b>EXHILARATED</b>	<b>PEACEFUL</b>	<b>INSPIRED</b>
<b>ENGAGED</b>	<b>GRATEFUL</b>	<b>REFRESHED</b>	

**Feelings when your needs are not satisfied**

<b>AFRAID</b>	<b>DISCONNECTED</b>	<b>PAIN</b>	<b>VULNERABLE</b>
<b>ANNOYED</b>	<b>DISQUIET</b>	<b>SAD</b>	<b>YEARNING</b>
<b>ANGRY</b>	<b>EMBARRASSED</b>	<b>TENSE</b>	<b>CONFUSED</b>
<b>AVERSION</b>			<b>FATIGUE</b>

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**BREAKOUT**  
Describe Your Day...

- Partner #1- describe your day for two minutes.
- Partner #2- don't say anything while Partner #1 is talking but use the feeling sheet to identify what feelings you believe the person has (you may want to put a check next to them)
- After two minutes is over. Reflect back the feelings you heard while #1 was talking and try to connect them to at least one need.

**SWITCH**

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# WHERE AM I?



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## The Four Ears

- The giraffe part of us sees two ways to connect in any moment.
- Giraffe ears in senses our own feelings and needs.
- Giraffe ears out senses the feelings and needs of the other person.
- The giraffe is keenly aware of the choices she is making in every moment.

Giraffe ears in



Giraffe ears out



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## The Four Ears (cont)

- The jackal part of us uses judgements, criticism, and blaming to break connection.
- Jackal ears in judges and criticizes oneself, submitting.
- Jackal ears out judges and blaming the other person, attacking.
- The jackal may not see choices, but often responds in a habitual or automatic manner.

Jackal ears in



Jackal ears out



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[https://youtu.be/oem-om\\_mYio](https://youtu.be/oem-om_mYio)



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**FOUR CHOICES - WHEN HEARING A DIFFICULT MESSAGE**

**Judgmental (Jackal) Ears Out**  
Blame or criticize the other person  
"It's your fault."  
"You are \_\_\_\_\_"  
"You should \_\_\_\_\_"  
Voice of Anger

**Judgmental (Jackal) Ears In**  
Blame or criticize yourself.  
"It's my fault."  
"I am \_\_\_\_\_"  
"I should \_\_\_\_\_"  
Voice of Guilt, Shame and Depression

**Generative (Giraffe) Ears In**  
Connect to your internal experience of feelings and needs  
"I'm feeling \_\_\_\_\_"  
"Because I need/value \_\_\_\_\_"  
Voice of self-empathy

**Generative (Giraffe) Ears Out**  
Connect to the feelings and needs of the other person  
"Are you feeling \_\_\_\_\_"  
"Because you are valuing/needing \_\_\_\_\_?"  
Voice of empathy.

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## Exercise – 2 Person Vignettes

- 1) Person A speaks.
- 2) Person B reflects their understanding of A's message.
- 3) Person A confirms they were understood (or clarifies, going back to #1).
- 4) Person B speaks.
- 5) Person A reflects their understanding of B's message.
- 6) Person B confirms they were understood (or clarifies, going back to #4).
- 7) Repeat — go back to #1.

Content by PuddleDancer Press.

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**The Debrief**

1. How do you feel?
2. What happened?
3. What did you learn?
4. How does this relate?
5. What if ---?
6. What next?

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**Your NVC Recipe**

When a, I feel b,  
because I am *needing* c.  
Therefore I now *would like* d.

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**Remember...**  
**If our goal is empathy, connection and mutual understanding we need to distinguish between what we feel and HOW WE THINK others behaved towards us**

Examples:  
 -abandoned  
 -bullied  
 -cheated  
 -distrusted  
 -neglected  
 -manipulated  
 -rejected  
 -pressured  
 -unheard  
 -unwanted

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LIFE ALIENATING  
COMMUNICATION

- **Moralistic Judgments**
- **Making Comparisons**
- **Denial of Responsibility**
- **Demands**

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**Moralistic Judgments**

“Value judgments reflect our beliefs of how life can best be served.”

“We make moralistic judgments of people and behaviors that fail to support our value judgments.”

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**Making Comparisons**

Use of comparisons blocks compassion for ourselves and others.

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## Denial of Responsibility

We deny responsibility when we attribute their cause to:

- vague forces
- our condition/ diagnosis
- actions of others
- dictates of authority
- group pressure
- policies/ rules/ regulations
- roles
- uncontrollable impulses

We can replace language that implies lack of choice with language that acknowledges choice.

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## Demands

...communicating desires as demands

→ We can never make people do anything

...not differentiating requests from demands

→ Thinking based on “who deserves what” blocks compassionate communication.

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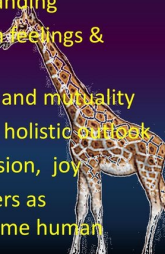
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### Jackal vs Giraffe consciousness

 <p>Jackal</p> <ul style="list-style-type: none"><li>• Defensive: accusing or justifying</li><li>• Dualistic. Either/or; good/bad; right/wrong</li><li>• Guilt, shame, anger</li><li>• External Jackal</li><li>• See others as enemy or</li></ul>	 <p>Giraffe</p> <ul style="list-style-type: none"><li>➤ connecting &amp; understanding</li><li>➤ Focus on feelings &amp; needs</li><li>➤ Equality and mutuality</li><li>➤ Integral, holistic approach</li><li>➤ Compassion, joy</li><li>➤ See others as wholesome human</li></ul>
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## Exercise – 2 Person Vignettes Part Deux

- 1) Person A speaks.
- 2) Person B reflects their understanding of A's message.
- 3) Person A confirms they were understood (or clarifies, going back to #1).
- 4) Person B speaks.
- 5) Person A reflects their understanding of B's message.
- 6) Person B confirms they were understood (or clarifies, going back to #4).
- 7) Are resolution/solutions appearing? If not, repeat — go back to #1. Or person A or B try the NVC recipe.
- 8) Person listening to recipe reflects and acknowledges request. Responds to request. This may be an opportunity for listener to share their recipe...Is a resolution/solution appearing? Why or why not?
- 9) If an impasse is met, return to acknowledging feelings and needs. Return to #7.

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