

Active Listening Using Non Violent Communication

If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

Nonviolent COMMUNICATION

A Language of Life

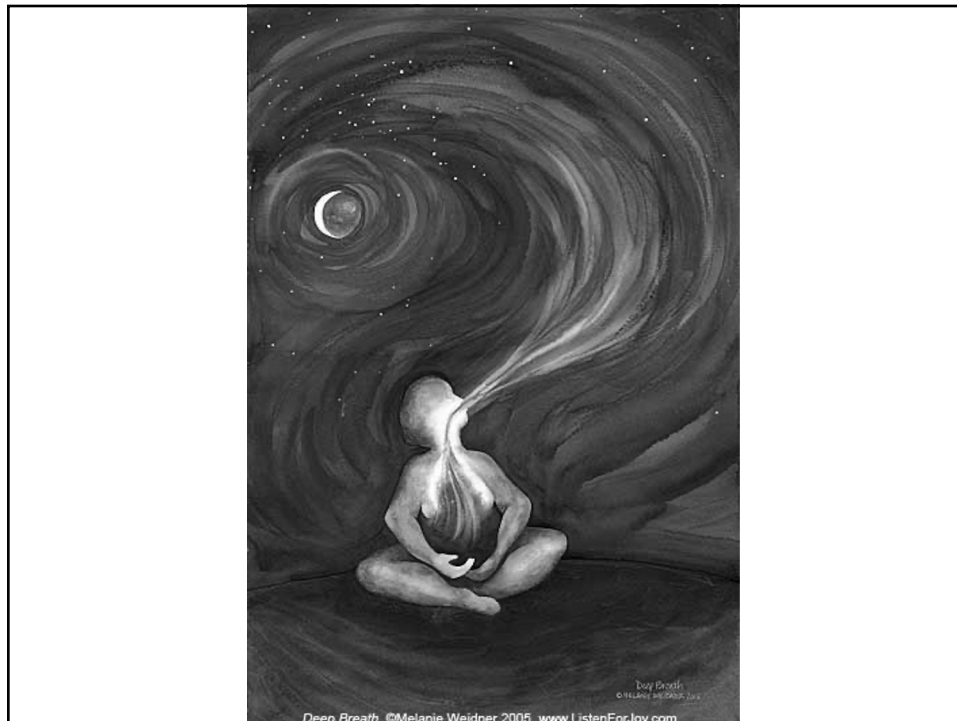


Words and the way we think matters.
Find common ground with anyone, anywhere,
at any time, both personally and professionally.

MARSHALL B. ROSENBERG, PhD

Foreword by **Deepak Chopra**
Endorsed by **Sonya Rutledge, Anan Sasaki, Tony Robbins,**
Martine Williams, John Gray, Jack Canfield, Dr. Thomas Gordon, and others

1



2

CHAT BOX

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

3

Hearing

- Accidental
- Involuntary
- Effortless

Listening

- Focused
- Voluntary
- Intentional

4

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.”

5

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<https://www.youtube.com/watch?v=8sjA90hvnQ0>

6

“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.”

7

needs inventories

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

8

feelings inventories

Feelings when your needs are satisfied

AFFECTIONATE	EXCITED	JOYFUL	HOPEFUL
CONFIDENT	EXHILARATED	PEACEFUL	INSPIRED
ENGAGED	GRATEFUL	REFRESHED	

Feelings when your needs are not satisfied

AFRAID	DISCONNECTED	PAIN	VULNERABLE
ANNOYED	DISQUIET	SAD	YEARNING
ANGRY	EMBARRASSED	TENSE	CONFUSED
AVERSION			FATIGUE

9

Direct Chat me a “One Liner”

10

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

11



12

WHERE AM I?



13

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



14

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



15

https://youtu.be/oem-om_mYio



16

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.

17

Your NVC Recipe



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

18

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



19

**LIFE ALIENATING
COMMUNICATION**

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

20

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.”

21

Making Comparisons

**Use of comparisons
blocks compassion for
ourselves and others.**

22

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.

23

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.

24

Jackal vs Giraffe consciousness



Jackal

- Defensive: accusing or justifying
- Dualistic. Either/or; good/bad; right/wrong
- Guilt, shame, anger
- External Jackal
- See others as enemy or

Giraffe

- connecting & understanding
- Focus on feelings & needs
- Equality and mutuality
- Integral, holistic outlook
- Compassion, joy
- See others as wholesome human

