

Non-violent communication (NVC) is a compassionate approach to interactions that fosters understanding and empathy. Developed by Marshall Rosenberg, NVC focuses on expressing one's needs and feelings honestly while listening to others with empathy. It involves four key components: observing without judgment, identifying and expressing feelings, understanding and communicating needs, and making requests that enrich life. By prioritizing connection and mutual respect, NVC aims to transform conflicts into collaborative problem-solving opportunities, promoting harmony and deeper relationships.

OBSERVATION

When I see/hear _____

- Be Specific: Describe the situation or behavior without judgment or evaluation.
- Stick to Facts: Focus on what you see or hear, not your interpretations.
- Avoid Labels: Use neutral language that doesn't blame or criticize.

FEELINGS

I feel _____

- Identify Emotions: Clearly state your feelings without blaming others.
- Be Honest: Share your genuine emotions to create an authentic connection.
- Avoid Thoughts: Differentiate between feelings and thoughts or opinions.

NEEDS

Because I need/value _____

- Understand Needs: Recognize and articulate the underlying needs behind your feelings.
- Be Clear: Clearly state your needs without expecting others to guess.
- Stay Positive: Frame needs in a positive way, focusing on what you want, not what you don't want.

REQUEST

Would you be willing to _____?

- Be Specific: Make clear, actionable requests that address your needs.
- Ask, Don't Demand: Phrase your requests as invitations, not ultimatums.
- Check Willingness: Ensure the other person is open to fulfilling your request.

Non-violent communication (NVC) fosters empathy and clarity by focusing on expressing needs and feelings honestly while listening empathetically, which enhances workplace collaboration and conflict resolution. By aligning with core values and promoting conscious leadership, NVC helps create a respectful, understanding, and productive organizational culture.