

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

OBJECTIVES:

On successful completion of this training module, participants will become familiar with:

- Identify and describe the four conceptual frames introduced in this presentation.
- Identify the two purposes of Nonviolent Communication.
- Describe the skills associated with the Four Components of the Nonviolent Communication (NVC) Process.
- Name the Two Primary Methods of the Nonviolent Communication (NVC) Process

HANDOUTS:

- Slide Show Narrative — A narrative script to read either silently or aloud during presentations of this PowerPoint.
- PowerPoint Handout: Introduction to Nonviolent Communication - .PDF
- CNVC Feelings List here: <http://cnvc.org/en/learn-online/feelings-list/feelings-inventory>
- CNVC Needs List here: <http://cnvc.org/en/learn-online/needs-list/needs-inventory>
- "10 Things We Can Do to Contribute to Internal, Interpersonal, and Organizational Peace".
[TRAINER—READ AND THEN DISCUSS THIS LIST AS NEEDED]

INTRODUCTION:

This presentation introduces workshop participants to several general conceptual frames and basic principles of nonviolent communication. The presentation first explores four useful conceptual frames: (1) Constructive Intent; (2) Human Needs Theory; (3) Three Faces of Power; and the (4) Conflict Triangle. Then, the presentation discusses: (1) the two purposes of Nonviolent Communication; (2) the skills associated with the Four Components of the Nonviolent Communication (NVC) Process; and (3) the Two Primary Methods of the Nonviolent Communication (NVC) Process. The slideshow concludes with review and discussion of NVC needs

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

and feelings inventories as well as the list “10 Things We Can Do to Contribute to Internal, Interpersonal, and Organizational Peace”. **NOTE TO TRAINERS:** MANY WILL FIND IT HELPFUL TO ADMINISTER THIS TRAINING IN CONJUNCTION WITH THE POWERPOINT SLIDESHOW PRESENTATION Gandhian Nonviolence (OR More About "Soul Force" Principles).

LECTURE:

Slide 1 – *This presentation is an overview of some themes and basic principles of Nonviolent Communication.* The departure point for studying Nonviolent Communication is rooted in Gandhi's emphasis on means over ends. In Dr. King's words:

"...the philosophy of nonviolence contends that the means we use must be as pure as the ends we seek. Means and ends must cohere. Means and ends are inseparable. The means represent the ideal in the making; in the long run of history destructive means cannot bring about constructive ends. Immoral means cannot bring about moral end and so nonviolence contends that means and ends must cohere. Nonviolence is the relentless pursuit of truthful ends through moral means."
<http://www.mkgandhi.org/nonviolence/philosophy.htm/>

Slide 2 – These two bullets summarize Marshall Rosenberg's technique of Nonviolent Communication (NVC). The first bullet point is a working definition of NVC: "an approach to nonviolent social transformation which emphasizes communicative techniques for the purpose of achieving mutual understanding through relationship-building." This method was developed by Dr. Marshall Rosenberg, a clinical psychologist who completed his Ph.D. in 1961. He spent a great deal of time doing mediation work during the civil rights movement—and developed this method of NVC with the objective to "rapidly disseminate peacemaking skills".

Slide 3 – During the first section of this PowerPoint slideshow, we will explore several useful conceptual frames: (1) Constructive Intent; (2) Human Needs Theory; (3) Three Faces of Power; (4) Conflict Triangle.

Slide 4 – Dr. Michael Nagler is a retired Classics professor from the University of California-Berkeley who was involved with the Free Speech Movement during the sixties and has been a nonviolent activist for several decades. He founded the Peacebuilding and

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

Conflict Studies Department at UC-Berkeley and also more recently the Metta Center for Nonviolence Education. This quote is taken from one of Dr. Nagler's course lectures in his course Introduction to Nonviolence. The main point that Dr. Nagler is making here is that one can transform a situation by introducing positive energy into that situation.

Slide 5 – Our introduction here to Human Needs Theory is through Roger Fisher's and William Ury's book Getting to Yes: Negotiating Agreement Without Giving In. Human Needs Theory is based on the premise that all human beings have the same universal needs. If a conflict can be reframed around the essential needs being sought by the respective parties to that conflict, then a sense of "heart unity" can be restored and the parties to the conflict can be recast as a team solving a shared problem.

Slide 6 – Kenneth Boulding was a social scientist, an economist, a Quaker, and a mystic who emigrated to the United States in 1948. He taught at the University of Michigan for several years and then retired from the University of Colorado in Boulder. In 1990, Boulding published an influential book titled Three Faces of Power which provides us some useful definitions. Boulding defines power in several ways: (1) "a potential for change"; (2) the ability to achieve common ends for families, groups, organizations of all kinds... churches, corporations, political parties, national states, and so on". Boulding postulated three basic types of power, which are defined on the slide #6: (1) Threat Power; (2) Exchange Power; (3) Integrative Power (summary definitions quoted from Nagler's The Search for a Nonviolent Future: A Promise of Peace for Ourselves, Our Families, and Our World .

Slide 7 – In addition to Kenneth Boulding, Johan Galtung was another pioneer in peacebuilding and conflict studies. A Norwegian sociologist, Galtung founded the organization TRANSCEND International, which is a conflict mediation organization. Galtung postulates three general categories of violence, which you see defined on slide #7: (1) Direct Violence; (2) Structural Violence; and (3) Cultural Violence.

Slide 8 – In summary, these are different frames which can help us understand how the nonviolent communicator is interacting with others: (1) **Constructive Intent** – Nonviolent Communicator seeks to introduce positive energy into a dysfunctional and dehumanizing relationship dynamic; (2) **Human Needs Theory** – Nonviolent Communicator seeks to communicate on a personal level in terms of “needs, desires,

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

concerns and fears” rather than “positions”; (3) **Three Faces of Power** – Nonviolent Communicator is exercising a form of Integrative Power, rather than Threat or Exchange Power; **Conflict Triangle** – Nonviolent Communicator is more likely to intersect the discourse on the level of cultural violence, rather than in direct action confronting structural and overt violence.

[NOTE TO TRAINERS—PAUSE HERE TO SOLICIT QUESTIONS AND DISCUSSION OF PREVIOUSLY DISCUSSED MATERIAL.]

- Slide 9 – The rest of this presentation is a summary of Marshall Rosenberg's method. Readers can also find most of the information presented here at his website, <http://www.cnvc.org/>. At the bottom of each slide throughout the remainder of this presentation, links to Rosenberg's website are included so that readers can research Rosenberg's teachings further. Rosenberg defines NVC, "Compassionate Communication", as "a way of communicating that leads us to give from the heart".
- Slide 10 – Rosenberg outlines two main purposes for Nonviolent Communication: (1) Create human connections that empower compassionate giving and receiving; (2) Create governmental and corporate structures that support compassionate giving and receiving.
- Slide 11 – There are four components to the process of Nonviolent Communication. [read slide]
- Slide 12 – The following four slides elaborate the skills necessary to achieve those four basic components. This first expands on the component of "observing". [read slide]
- Slide 13 – This slide elaborates the component relating to the identification of "feeling". [read slide]
- Slide 14 – This slide elaborates the component relating to the identification of those "needs" which underlie our feelings. [read slide]
- Slide 15 – This slide elaborates the "request" component. [read slide]
- Slide 16 – Rosenberg identifies two primary methods for utilizing the process of nonviolent communication. Being able to identify our own needs, express them authentically in the form of a request while also being able to articulate to our communicative partner what we have heard them express.

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

[TRAINER NOTE – PAUSE AT THIS POINT TO RESPOND TO ANY QUESTIONS OR DISCUSSION POINTS RAISED BY TRAINING PARTICIPANTS]

Slide 17 – Review and discuss the Feelings & Needs Inventories with training participants:

- Visit the CNVC Feelings List here: <http://cnvc.org/en/learn-online/feelings-list/feelings-inventory>
- Visit the CNVC Needs List here: <http://cnvc.org/en/learn-online/needs-list/needs-inventory>

Slide 18-20– The next three slides include a list of "10 Things We Can Do to Contribute to Internal, Interpersonal, and Organizational Peace". [TRAINER—READ AND THEN DISCUSS THIS LIST AS NEEDED]

Slide 21 – This slide identifies several resources than participants can use for studying further the principles of Nonviolent Communication individually or in group settings.

Slide 22 – REVIEW & DISCUSSION

Slide 23 – END PRESENTATION

REVIEW QUESTIONS:

1. Review the four conceptual frames introduced in this presentation.
2. Review and discuss the two purposes of Nonviolent Communication.
3. Review and discuss the skills associated with the Four Components of the Nonviolent Communication (NVC) Process.
4. Review and discuss the Two Primary Methods of the Nonviolent Communication (NVC) Process.

“An Introduction to Nonviolent Communication”

Training Plan -- www.soulforce.org

REFERENCES:

Johan Galtung, *Peace By Peaceful Means: Peace and Conflict, Development and Civilization*, (Oslo: International Peace Research Institute; London; Thousand Oaks, CA: Sage Publications, 1996.).

Michael Nagler, “Overview: Strategic and Principled NV; What to Look For I” (course lecture, ***PACS 164A Introduction to Nonviolence***, University of California at Berkeley and Metta Center for Nonviolence Education, Berkeley, CA, August 29, 2006)
http://webcast.berkeley.edu/course_details.php?seriesid=1906978360, accessed 03/15/09 .

Michael Nagler, *The Search for a Nonviolent Future*, (Maui, Hawaii and Berkeley, Calif: Inner Ocean Pub. distributed by Publishers Group West, 2004).

Roger Fisher and William Ury, *Getting to Yes: Negotiating Agreement Without Giving In*, (Boston: Houghton Mifflin, c1991).

The Center for Nonviolent Communication online learning section:
[<http://www.cnvc.org/en/online-learning/online-learning>]

- According to the ***Center for Nonviolent Communication*** website (<http://www.cnvc.org/>), “All of the material on our website is available for public use. It can be downloaded reprinted and distributed freely.” At their request, the following contact information is included here: The Center for Nonviolent Communication, www.cnvc.org, 5600 San Francisco Rd. NE Suite A, Albuquerque, NM 87109, Tel: +1.505.244.4041