

GUIDE TO NONVIOLENT COMMUNICATION

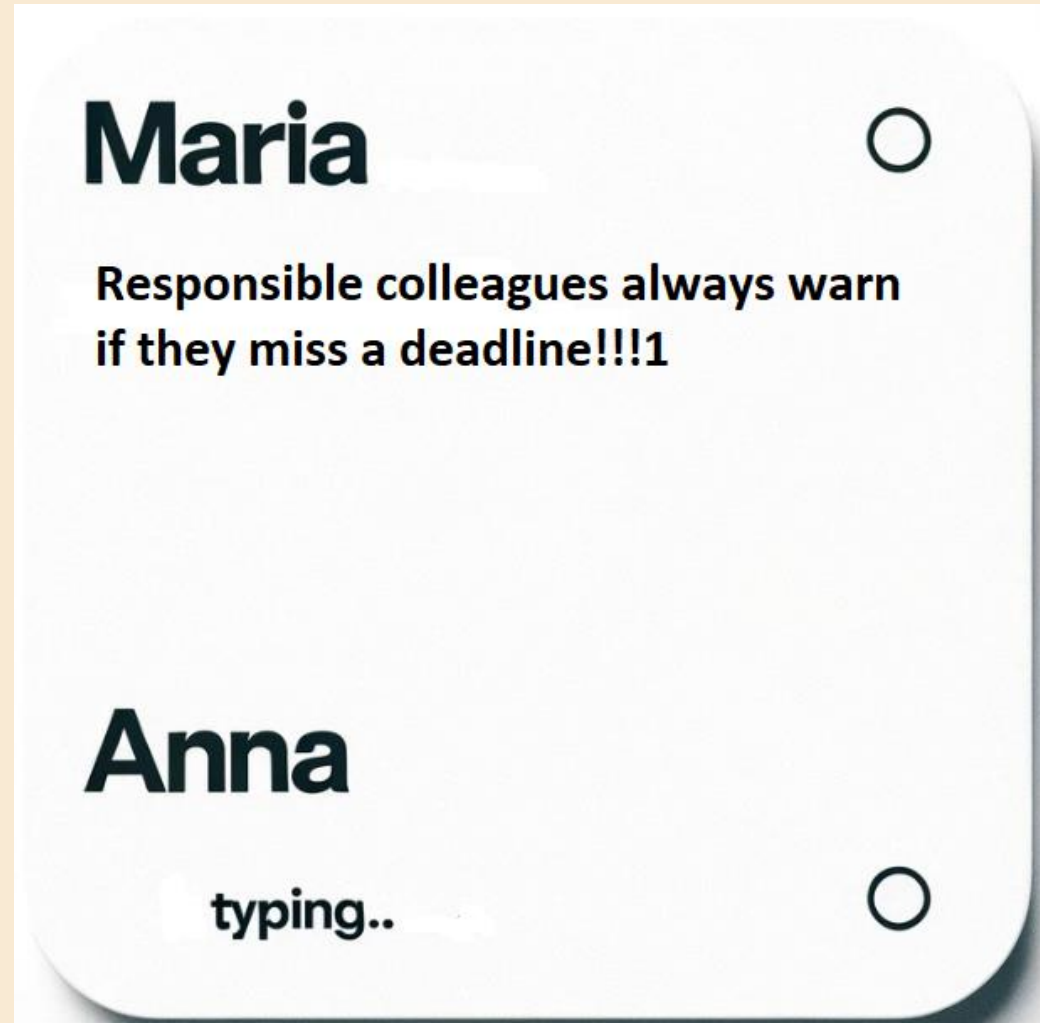
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Example



What Is Nonviolent Communication?

- Feelings
- Observations
- Needs
- Requests

Feelings

Fulfilled Needs	Unfulfilled Needs	Interpretations (I feel like ...) – TRAP!
Enthusiastic	Worrying	I'm being lied to
Happy	Afraid	I'm being manipulated
Trustful	Alone	misunderstood
Joyful	Disorientated	I'm being ignored
Deeply touched	Hopeless	I'm considered unimportant
Grateful	Embarrassed	I'm being provoked

I Statements

I feel _____ when you _____ because _____. I suggest _____

Maria

I worry when you close tasks so late because I
don't know if we will have time to make
changes if necessary.

This, in turn, can affect the outcome of the
entire project. Let's agree on a draft a day
before the final deadline, so that we can look at
everything together and bring the work to end?

Anna

Thanks for the feedback! Next time I'll
do that!

Observations

Maria

I had a terrible day! Anna set me up like that! Just imagine, she turned in her part of the analysis five minutes before the deadline. Basically, because of this, I delayed sending the report.

I'm sure my colleagues now consider me a bad employee. What was she thinking about? It seems to me that she has become terribly irresponsible lately. Maybe there are problems in her personal life?

In general, I am simultaneously angry, disappointed and do not understand how to continue working while she pretends that nothing happened.

Needs

Maria



You can't be trusted with anything! Why do I always have to worry about everything?

Anna



You always need to control everything!

Requests

- Explain your requests. Formulate them specifically and unambiguously.
- Use assertive communication.

Assertive Communication

It means clearly stating how we feel, what we want, and what we need.

However, we do so **while accepting and respecting the fact that others have their own feelings, wants, and needs.**

Let's Get Back To Our Girls?

Maria

We agreed that you would send the analytics yesterday, but the task for it still has In Progress status. I'm worried because it's slowing down the entire project.

I understand that we are all human and different things happen, but you didn't tell me about any difficulties during the work process.

Let's now discuss what was wrong and finish the task together, and then think about what can be done to prevent this from happening again?

Anna

Thank you! Can I call you in half an hour?

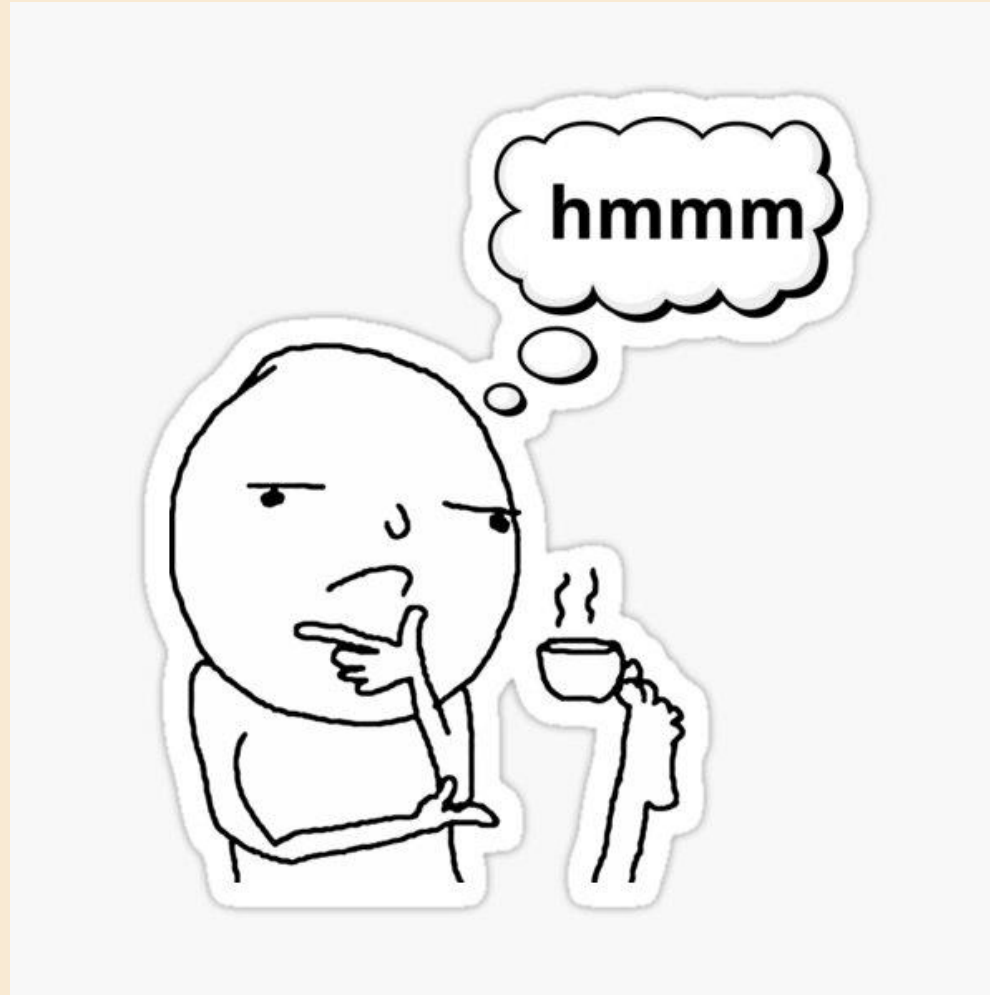
Summary – 4 tips

- **In conflict you are not against each other, but together against the problem.** Remember this to save your relationship.
- **If it wasn't important to both of you, you wouldn't be in conflict.**
- **The viewpoints may seem mutually exclusive, but the need is almost always the same.** You just need to get to the heart of it through the bunch of emotions.
- **Work through not only your emotions, but also those of your talk partner.**

References

- Nonviolent Communication: A Language of Life: Life-Changing Tools for Healthy Relationships (Nonviolent Communication Guides) by Marshall B. Rosenberg PhD
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Thoughts Aloud



TAKK FOR MEG!

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Questions?

