Marshall B. Rosenberg

NONVIOLENT COMMUNICATION

"Judgements, criticisms, diagnoses, and interpretations of others are all alienated expressions of our needs. If someone says, 'You never understand me,' they are really telling us that their need to be understood is not being fulfilled."

The Nonviolent Communication Process

1 OBSERVATION:
What You See: Describe the situation objectively.

"When I notice that the project deadline was missed..."

2 FEELINGS:
What You Feel: Share your emotions without blame.

"I feel concerned..."

3 NEEDS:
What You Need: Identify the needs behind your feelings.

"Because I need reliability and timely completion..."

4 REQUESTS:
What You Ask: Make a specific request to address your needs.

"Would you be able to provide updates on the project's progress more regularly?"



8 Key Insights:

Nonviolent Communication by Marshall B. Rosenberg

1 **Engaging in alienating communication prevents compassion.**

Alienating communication creates barriers between individuals, leading to misunderstandings and conflict rather than connection and empathy.

2 **Nonviolent Communication is a way to communicate compassionately.**

NVC encourages understanding and mutual respect, fostering deeper and more meaningful relationships.

3 **When you listen empathetically, you'll hear others' feelings, needs, and requests.**

Empathetic listening fosters connection and helps resolve misunderstandings and conflicts.

4 **NVC helps us separate observation and evaluation from one another.**

By distinguishing facts from judgments, we can communicate more clearly and avoid misunderstandings.

5 **NVC helps us learn to express how you feel and take responsibility for our feelings.**

Sharing emotions openly can strengthen connections and foster trust in relationships. Recognizing that our emotions stem from our own needs allows for personal growth and more constructive interactions.

6 **NVC helps us identify the needs at the root of feelings.**

Understanding the underlying needs behind emotions can help address issues more effectively and empathetically.

7 **NVC allows us to express what we would like from others to help meet our own needs.**

Clear requests enhance communication and ensure that interactions are constructive and purposeful.

8 **NVC is a powerful tool for conflict resolution.**

NVC provides a framework for addressing disagreements constructively, promoting harmony and understanding.