

# Introduction to Nonviolent Communication (NVC)

Leen Vermeersch, Co-chair of Communication Workstream

# Chatham House Rule



Assume positive intentions



Be open minded and curious



Speak your mind



No judgement



Be fully present



Respect confidentiality



# About me



# Conversations that focus on Connection



Let's listen to 2 versions of the same conversation...



# DISCONNECTION



You were late with your input again! I was left putting the whole report together last minute. It's like you think your time is more important than mine!

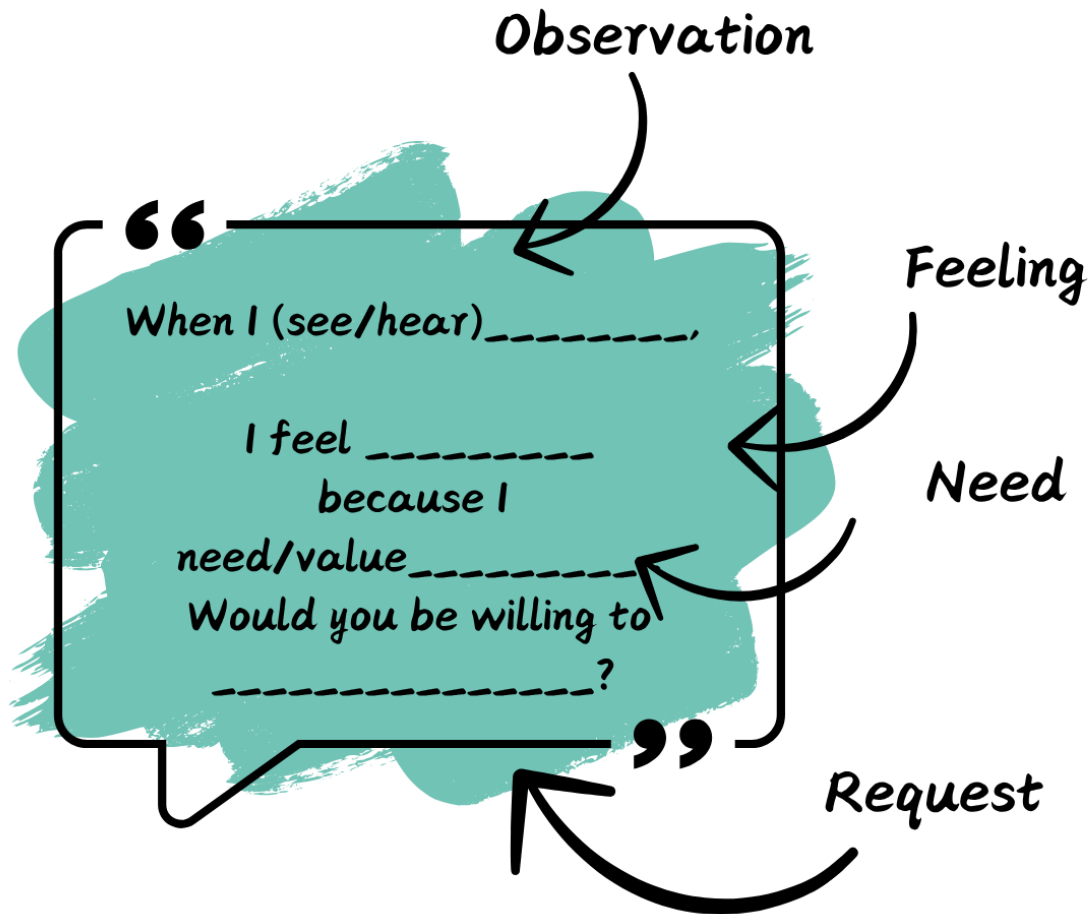
# CONNECTION



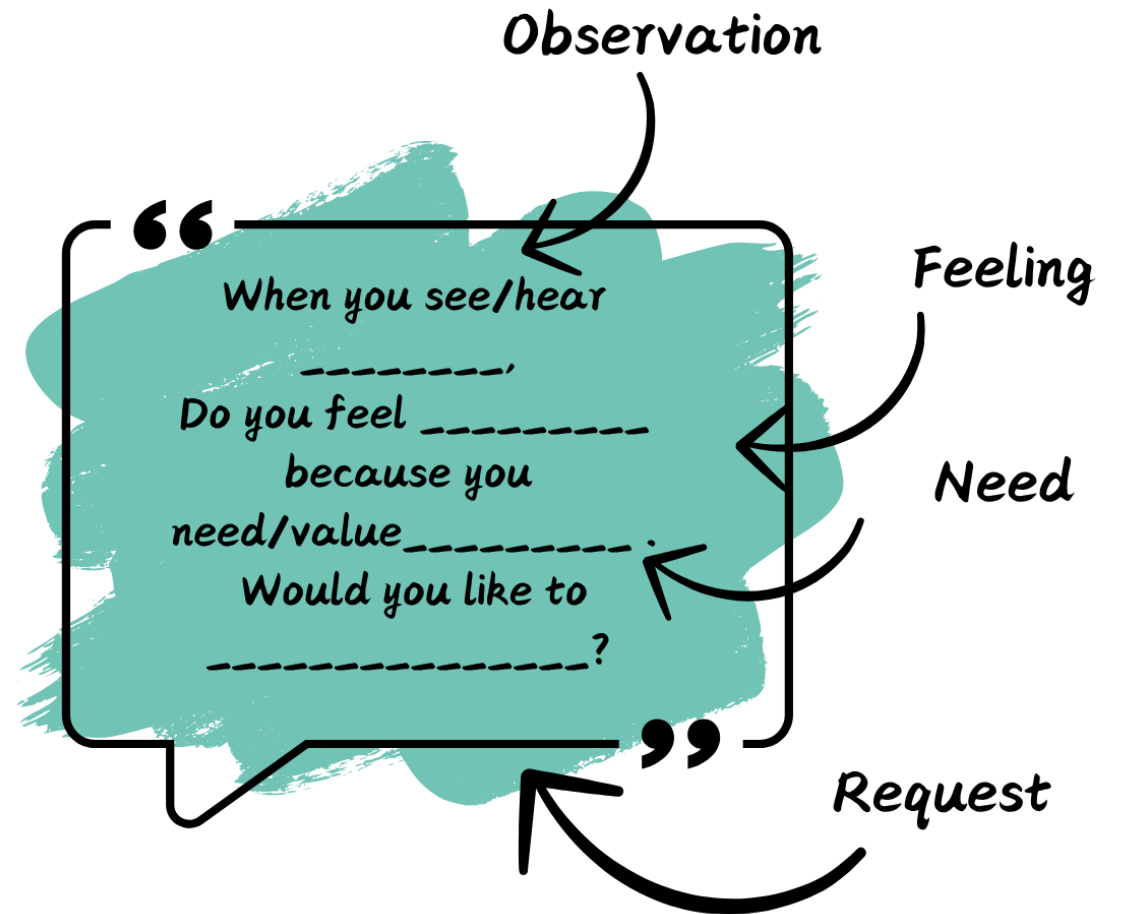
You were late with your input again! I had to finish the whole report last minute. It feels like you think your time is more important than mine!



# Maintaining Connection through NVC



Clearly expressing how I am  
without blaming or criticizing



Emphatically receiving how you are  
without hearing blame or criticism

# Let's practice...

Exercise 1: Observations or evaluations?

Exercise 2: Feelings or judgments?

Exercise 3: Role-play in groups

- Think of a conversation that tends to get stuck, becomes frustrating, or doesn't lead to a satisfying resolution. It could be a conversation with someone at work or in your personal life. It can be with a specific person (e.g. a colleague, supervisor, or family member) or around a recurring topic (e.g. workload, boundaries, feedback). Role-play what a real-life conversation could sound like. Now rephrase the conversation using the NVC framework. Write down the conversation in a few lines.
- Some examples:
  - Conversation with a manager about workload.
  - The employee feels overwhelmed but doesn't feel heard when expressing their concerns.
  - The employee usually says, "I have too much work and not enough time to finish it," and feels the manager dismisses it.
  - One of your colleague makes discriminating remarks about another colleague.



# Integrating NVC into Daily Practice



## The Trap of Disconnection (4 D's)

1. **Diagnosis:** This involves labeling, criticizing and making assumptions about others
  - You only care about the money
  - S/he is lazy
  - I feel attacked
  - What a jerk!
2. **Denial of Responsibility:** Denying choice or capacity and attributing actions to external sources
  - I have to do what the boss says!
  - It's your fault
  - S/he made me do it
  - You made me mad
3. **Demand:** Demanding compliance without considering alternatives
  - Get that proposal out by 5PM or find another job!
  - Shut up or I'll ...
4. **Deserve:** Judging who is right or wrong and assigning punishment or reward
  - Since you didn't finish this project, you can't go on vacation
  - You deserve to be yelled at because you are so annoying





[www.womeninfinancebelgium.be](http://www.womeninfinancebelgium.be)