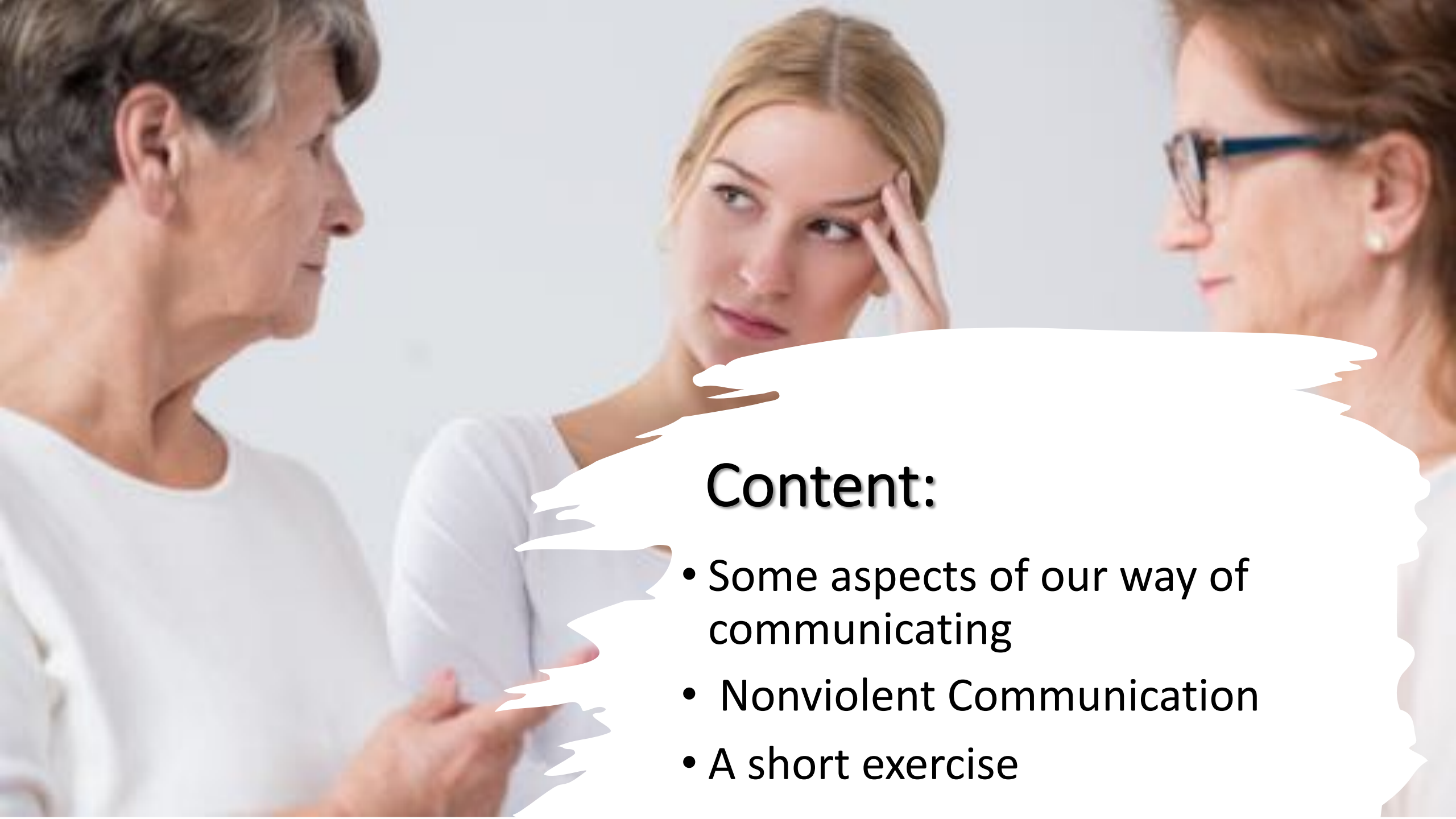


# *Introduction to Nonviolent Communication*

Francesca Lemme

Global Citizenship Education Symposium

University of Maastricht, 22 June 2023



## Content:

- Some aspects of our way of communicating
- Nonviolent Communication
- A short exercise

# Some aspects of Communication

- **Personal interpretations:**

*We hear our own interpretation of someone's message, based on a number of factors, among which our personal history, emotional state and our cultural background, which may lead to misunderstandings.*

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- **Judgements:**

*ImPLY wrongness of people who don't act in harmony with our values or expectations. We are trapped in ideas about "rightness" and "wrongness" and dichotomize people and their actions.*

- ✓ labelling
- ✓ blaming
- ✓ insulting
- ✓ criticizing
- ✓ comparing
- ✓ defending our point of view (wanting to be right)



# Aspects of Intercultural Communication





# Nonviolent Communication

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Communication approach that focusses on connecting empathically to others.

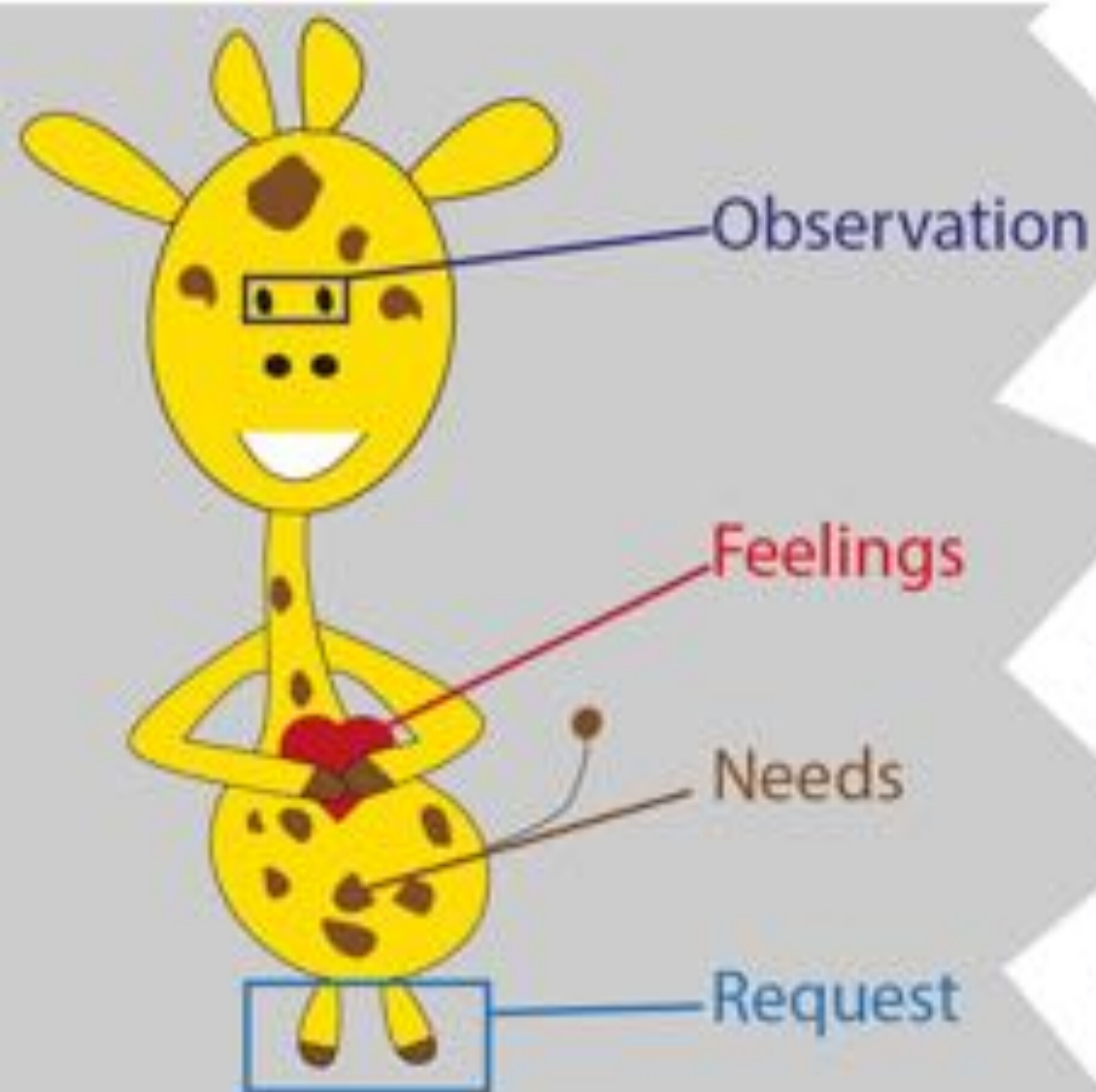
It provides tools to create relations based on shared connection, cooperation and peace.



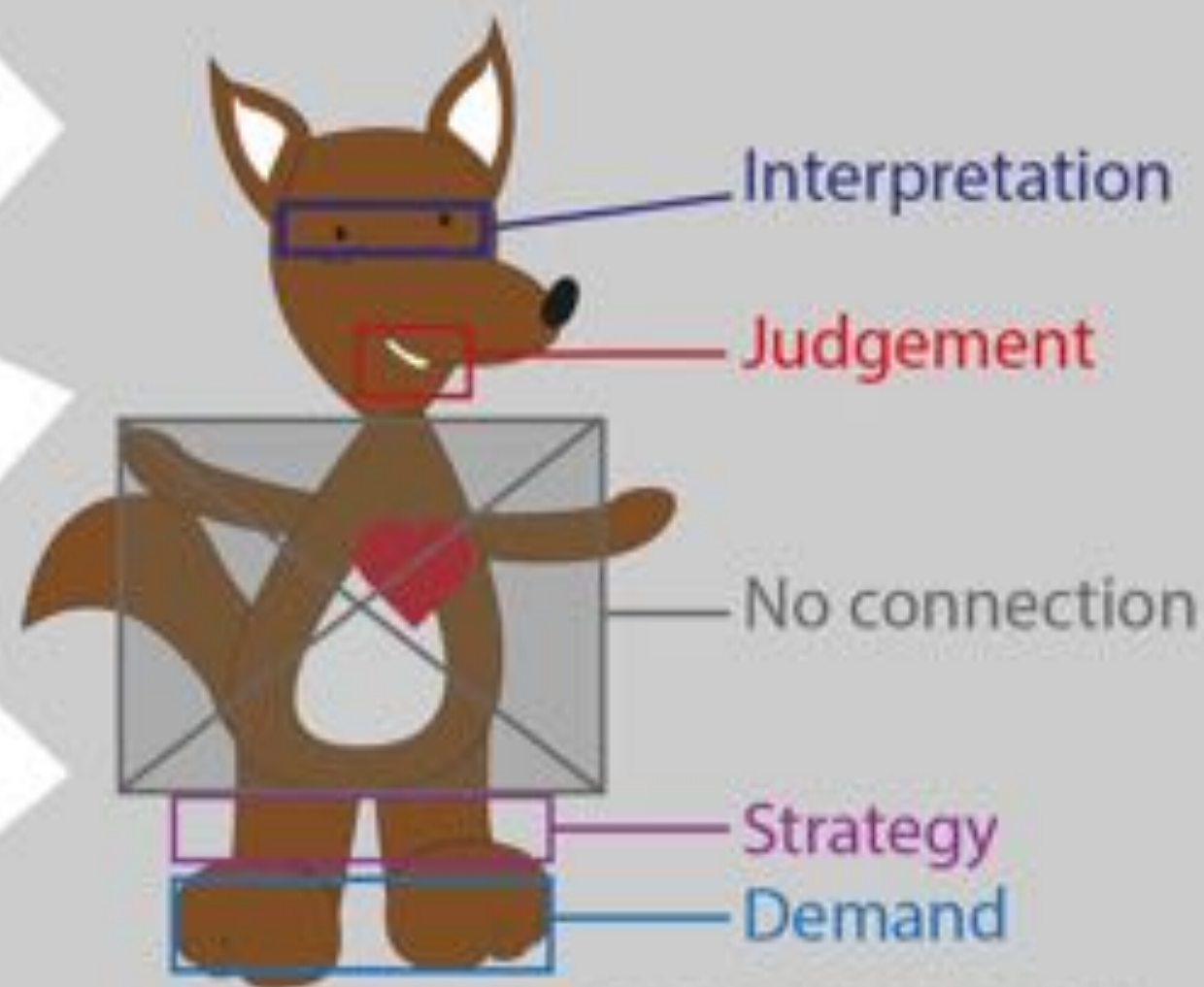




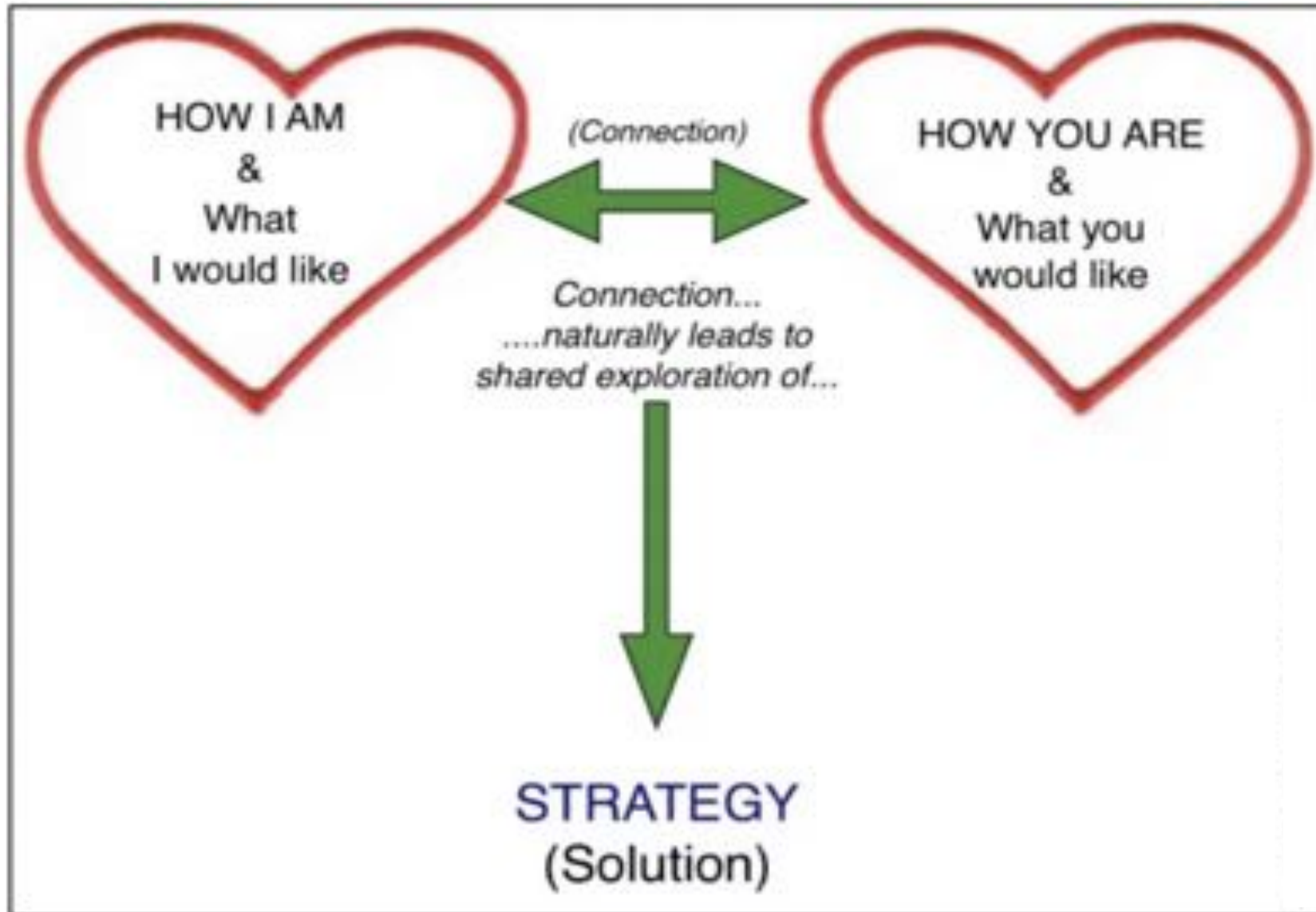
## NVC WORLD



## THE WORLD AS MOST OF US KNOW IT



# Nonviolent Communication: what is it?



FEELINGS		
 Mad	Worried	Embarrassed
 Afraid	Hurt	Angry
 Lonely	Furious	Confused
 Sad	Nervous	Upset
	Miserable	Scared
	Annoyed	Frustrated

NEEDS		
Space	Listening	To be Safe
Kindness	Support	Friendship
Hugs	Fun	A Chance
Respect	To Play	To be Included

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# Active Listening



## Feelings:

- Worried
- Suspicious
- Puzzled
- Furious
- Warm
- Tender
- Displeased
- Disturbed
- Irritated
- Unsecure
- Enthusiastic
- Hostile
- Comfortable
- Perplexed
- Pleased
- Glad
- Agitated
- Embarrassed
- Disgusted
- Resentful
- Depressed
- Nostalgic
- Guarded
- Surprised
- Disappointed
- Uncomfortable
- Sad
- Relaxed
- Uneasy
- Delighted
- Embarrassed
- Thankful
- Thrilled
- Nervous

## Needs:

- Efficacy
- Food
- Honesty
- Rest/Sleep
- Trust
- Autonomy
- Communication
- Ease
- Learning
- Hope
- Meaning
- Humor
- Discovery
- Understanding
- Creativity
- Competence
- Participation
- Safety
- Consistency
- Integrity
- Inclusion
- Equality
- Consideration
- Self-expression
- Collaboration
- Peace
- Harmony
- Support
- Movement/exercise
- Joy
- Clarity
- Effectiveness



I'm sure he'll do well with the job.  
He's really sociable, you'll like him!



**LISA**

What???

I think it's important  
to recruit someone  
from a decent and  
famous University!!!



**KATE**



**I'm noticing some concern related to my preference for this candidate. Am I correct? Perhaps it is important for you recruiting someone competent enough for the position?**

**I'd like to share with you my enthusiasm for having found someone that would bring harmony and collaboration within the team. How do you feel by hearing this?**



**LISA**

What???  
I think it's important to recruit someone from a decent and famous University!!!



**KATE**

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for one simple reason: it works!

# Nonviolent COMMUNICATION

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# SPEAK PEACE

IN A  
WORLD OF  
CONFLICT

WHAT **YOU** SAY NEXT  
WILL CHANGE **YOUR** WORLD

Marshall B. Rosenberg, PhD

Bestselling Author of *Nonviolent Communication: A Language of Life*

Forewords by

David Hart

Chief Executive Officer,  
Association for Conflict Resolution

Dorothy J. Mayer, PhD

Executive Director, The Peace  
Alliance and Foundation







***“I don’t like that man. I must get to know him better”***  
***Abraham Lincoln***