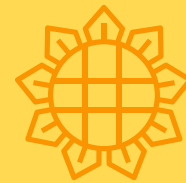


love



love



love



NON-VIOLENT COMMUNICATION

FOR A PEACEFUL LIFE EVERYDAY



The Red Elephant Foundation

Violent Communication

Acting in
ways that
result in harm

accusing

judging

criticizing

demanding

labelling

blaming

threatening

ridiculing

commanding

belittling

Leads to
inner wounds
like depression,
anger and violence



Non-Violent Communication

Interact in ways
that make us feel
whole and connected

Helping each other
becomes the most
important
and fulfilling goal



Non-Violent Communication

an honest expression
of oneself, without
blame, threats
or demands



empathy-driven
listening without
blame, threat or demand



Elements of Non-Violent Communication

observation

describe all you
see without
judgment

feeling

how you feel
about what
you've observed

requests

clear requests
that can meet
needs or can lead
to action

needs

basic needs and
requirements that are
either met or are not
met, but are the
source of feelings



Communicate
without violence

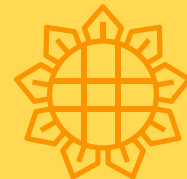
Rule #1: State an observation without judgment

Always, state your observations without making a judgment, blaming, threatening or commanding. Evaluations can polarize and push a person away, but an observation can open up a dialogue.

For example:

"I see that your pet animal is not on his leash."

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Communicate
without violence

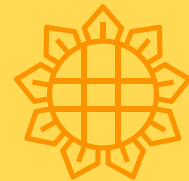
Rule #2: Express the feelings that the observation brings up.

A good thing to do is to express your feelings, or, to ask the other person what they feel. Expressing the emotion, without judgment helps you connect with the other, and work towards mutual respect and cooperation.

For example,

"I see that your pet animal is not on his leash. My children are playing outside for a while, and they are scared of animals."

love



Communicate
without violence

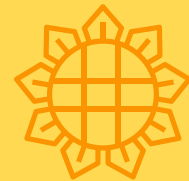
Rule #3: Identify and articulate a need that stems out of the feeling.

When our needs are met, we feel good. When our needs are unmet or ignored, we feel bad. After you identify the feeling, you can figure out the need that drives it.
Express your need without any moral judgment.

For example,

"I see that your pet animal is not on his leash. My children are playing outside for a while, and they are scared of animals. I would like them to feel safe."

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Communicate
without violence

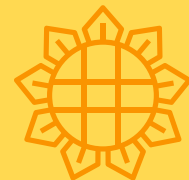
Rule #4: Make a clear request for action to meet the need.

Clearly ask, without demanding or threatening, clearly and specifically, what you want done or not done, right now.

For example,

"I see that your pet animal is not on his leash. My children are playing outside for a while, and they are scared of animals. I would like them to feel safe. May I request you to either leash your pet, or keep him indoors until the children finish playing?"

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Building your Boundaries

Make sure a person is open to nonviolent communication.

If someone no longer wants to talk about their feelings, they have the right to do so and can leave the conversation.

People are not obligated to cater to your feelings. If someone says no to your request, respect it.

If someone is behaving aggressively, you can avoid them and say "their negativity is not my problem."

No one is responsible for someone else's feelings. If someone is asking you to bend over backwards you can say no.



Building your Boundaries

You don't have to change your actions just because someone else doesn't like them. It is okay to turn down unreasonable demands.

Nonviolent communication can be abused. People may use it to hurt others or to get their way. Be vigilant always.

No one should be forced to listen to deeply negative feelings about them

Sometimes, if someone is upset with you, it isn't because you are doing something wrong.

If one person is attacking another, both sides are not always equally and completely valid.



Word Inventory: Pleasant Feelings

AFFECTIONATE

compassionate
friendly
loving
open hearted
sympathetic
tender
warm

HOPEFUL

expectant
encouraged
optimistic

INSPIRED

amazed
awed
wonder

ENGAGED

absorbed
curious
engrossed
enchanted
fascinated
interested
intrigued
involved
spellbound
stimulated

EXCITED

amazed
animated
ardent
eager
energetic
enthusiastic
invigorated
lively
passionate
vibrant

CONFIDENT

empowered
proud
safe
secure

GRATEFUL

appreciative
moved
thankful
touched



Word Inventory: Pleasant Feelings

JOYFUL

amused
delighted
glad
happy
jubilant
pleased
tickled

REFRESHED

enlivened
rejuvenated
renewed

REFRESHED

rested
restored
revived

EXHILARATED

blissful
ecstatic
elated
enthralled
exuberant
radiant
rapturous
thrilled

PEACEFUL

calm
clear headed
comfortable
centered
content
equanimous
fulfilled
mellow
quiet

PEACEFUL

still
tranquil
trusting

PEACEFUL

relaxed
relieved
satisfied
serene



Word Inventory: Unpleasant Feelings

AFRAID

apprehensive
terrified
wary
frightened
worried
panicked
petrified
scared
suspicious

AVERSION

dislike
hate
hostile
repulsed

CONFUSED

ambivalent
hesitant
perplexed
puzzled

ANNOYED

aggravated
dismayed
disgruntled
displeased
exasperated
frustrated
impatient
irritated
irked

ANGRY

enraged
furious
incensed
indignant
irate
livid
outraged
resentful

DISCONNECTED

alienated
aloof
apathetic
detached

DISCONNECTED

distant
distracted
indifferent
numb



EMBARRASSED

ashamed
chagrined
flustered
guilty
mortified
self-conscious

Word Inventory:
Unpleasant Feelings

SAD

gloomy
heavy hearted
hopeless
melancholy

SAD

unhappy
wretched

FATIGUE

beat
burnt out
depleted
exhausted
lethargic
listless
sleepy
tired
weary
worn out

PAIN

agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable

SAD

depressed
dejected
despair
despondent

SAD

disappointed
discouraged
disheartened
forlorn



Word Inventory: Unpleasant Feelings

TENSE

anxious
cranky
distressed
distraught
edgy
fidgety
frazzled
irritable
jittery

TENSE

nervous
overwhelmed
restless
stressed out

DISQUIET

shocked
startled
surprised
troubled

VULNERABLE

fragile
guarded
helpless
insecure
leery
reserved
sensitive
shaky

YEARNING

envious
jealous
longing
nostalgic
pining
wistful

DISQUIET

agitated
alarmed
discombobulated
disconcerted

DISQUIET

disturbed
perturbed
rattled
restless





REFERENCES

Centre for Non-Violent Communication
Marshall B. Rosenberg, Ph.D., "Nonviolent Communication: A Language of Life"
