

Needs-Based Communication (NVC)

Info & Resources

What is "Needs-Based Communication" or NVC?

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Needs-Based Communication (NVC) is a potent process that can support us when we are having — or need to have — challenging conversations that matter to us ...

- ... like giving authentic feedback to a co-worker ...
- ... or listening to someone at work or at home when we disagree with what they are saying ...
- ... or how we respond when we perceive ourselves as being "attacked" in a conversation ...
- ... or expressing clearly our personal or professional boundaries when a colleague has stepped beyond them ...
- ... or what we do when we feel anger rising in ourselves and we know we will likely regret the words we are about to say ...
- ... or when we've just expressed something in a meeting that really matters to us, but no one seems to have heard it ...

NVC guides us to move beyond blame.

- To recognize our own reactivity.
- To understand our reactivity in terms of what matters to us.
- To see another person's reactivity in terms of what matters to them.
- In this new way of perceiving the situation, to respond consciously in a way that is likely to create mutual understanding.
- In that understanding, to make choices and take actions that are more likely to advance all of us toward what matters to each of us and to the larger "We" that holds us.

Here are some of the skills and benefits of using Needs-Based Communication (NVC) in the workplace ... or at home:

- **listening** — so that the other person has an experience of being heard, even if we don't agree with what they are saying
- **empathy** — the basis of care and compassion -- recognizing the weird ways that we unconsciously ask for empathy
- **expressing disagreement without blame** -- an integral skill of conscious feedback and mutual accountability
- **recognizing our own unconscious reactions and limiting beliefs** — these are what diminish our relationships and effectiveness, especially as leaders
- **seeing conflict as something to be harvested, not avoided** — learn to "lean into" conflict instead of away from it, learn to hear the underlying essence of what matters to the people involved

***Needs-Based Communication* invites us to expand our perception so that we see ways to bring connection amidst conflict.** At the core of this expanded perception is the skill to focus our attention on the underlying human needs that are seeking to be nurtured in any moment, both within ourselves and within the people around us.

These underlying human needs are the motivation for our actions and our words ... the "why" behind what we do or say. Because human needs are universal — they are common to all human beings — when we bring them into explicit focus, they tend to stimulate understanding and draw us

there are two ways to enhance connection & understanding:

1. authentically express our own feelings & needs, or
2. empathically listen to the feelings & needs of the other.

These are radically different choices than we are accustomed to experience when we are in conflict: namely, fight, freeze or flee.

While simple, NVC is often challenging to embody because we are so deeply conditioned to perceive each other through judgments and blame.

With practice, the process of NVC helps us navigate within ourselves to transform unconscious reactions into conscious responses.

What NVC is not ...

- NVC is not about being nice; it's about being real.
- It's not about stifling intensity, but transforming it.
- NVC is not about changing other people or getting them to do what we want. It's about changing ourselves, so that we inspire the quality of communication and relationship that we want.
- NVC is not a technique or formula. It's a process that helps guide our consciousness to a new awareness around human needs.

*** *Needs-Based Communication* is based on the work of Marshall Rosenberg, which he called "Nonviolent Communication™" or NVC.**

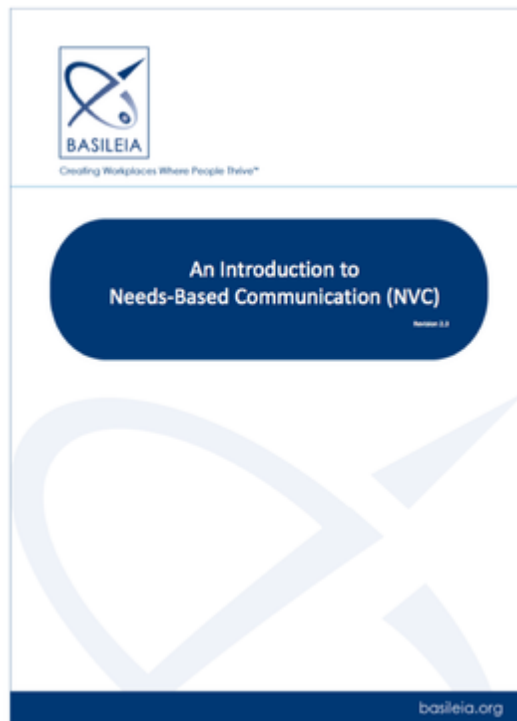
I have chosen to call the process *Needs-Based Communication* for two reasons:

First, human needs are the heart of the process.

Secondly, I have wanted to avoid the common initial reaction from people in business that "... we're not a violent place."



Workbook: "An Introduction to NVC"



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This 22-page workbook includes the core pages from Basileia's workshop materials for the "Introduction to Needs-Based Communication (NVC)" workshop. We typically teach this workshop in a 1- to 2-day format for people who are new to NVC.

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Quick Reference Sheet

Key Concepts - "Intro to Needs-Based Communication (NVC)" v1.2 - ©2019 Basileia LLC - www.basileia.org - Page 1



Key Concepts - "Introduction to Needs-Based Communication (NVC)"

This is a one-page (front & back) quick reference sheet to basic key concepts of NVC. It's designed to be folded and put in your pocket.

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your proficiency in learning *human-needs communication* (NVC) by helping to build your vocabulary.

Click on the image to save or print.



EMOTIONAL FEELINGS

Calm

Clear-headed
Comfortable
Content
Relaxed
Relieved

Glad

Pleased
Delighted
Amused
Thrilled
Ecstatic

Engaged

Curious
Interested
Intrigued
Energized
Inspired

Hopeful

Encouraged
Optimistic
Grateful
Confident
Open

Refreshed

Rested
Restored
Revived

Sad

Disappointed
Discouraged
Hopeless
Unhappy
Depressed

Confused

Rattled
Shocked
Surprised
Unsettled
Tense

Angry

Resentful
Annoyed
Frustration
Upset
Disgusted
Cranky

Worried

Anxious
Scared
Wary
Dread
Alarmed
Regretful
Helpless

Detached

Indifferent
Bored
Distant
Numb
Uninterested

Embarrassed

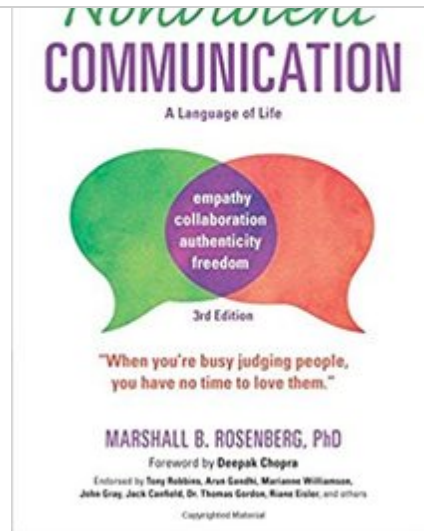
Ashamed
Guilty
Self-Conscious

Frazzled
Nervous
Overwhelmed

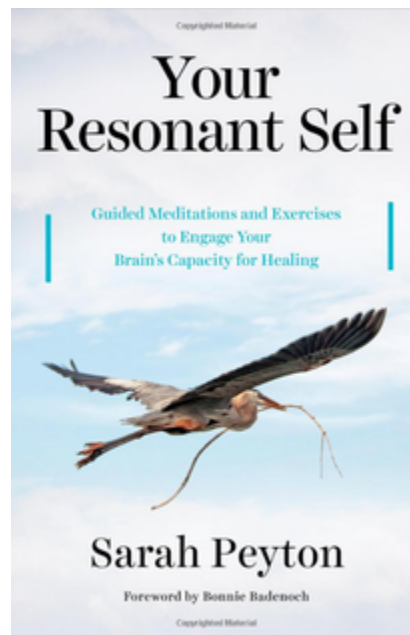
FOUR IN BODY SENSATIONS					Body Location
Achy	Empty	Glowing	Pressure	Still	Head Face Eyes Mouth Neck
Bloated	Expansive	Heavy	Prickly	Streaming	
Breathless	Faint	Heated	Puffy	Strong	
Bubbly	Flaccid	Hollow	Pulsing	Suffocating	
Buzzy	Floating	Hot	Queasy	Sweaty	
Clammy	Flowing	Itchy	Quivery	Tense	
Clenched	Fluid	Jittery	Radiating	Thick	
Cold					

NVC Books

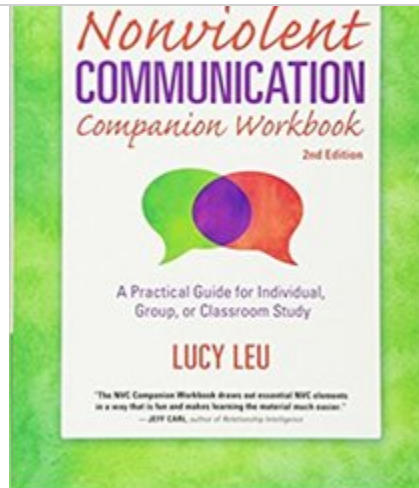
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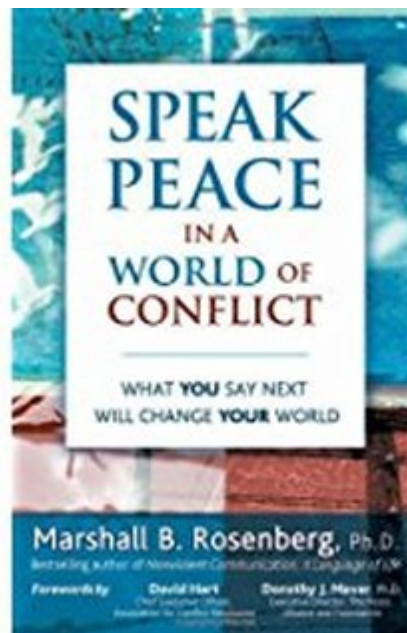
Nonviolent Communication: A Language of Life, 3rd Edition, by Marshall Rosenberg



Your Resonant Self, By Sarah Peyton



Nonviolent Communication Companion Workbook: A Practical Guide for Individual, Group or Classroom Study, 2nd Edition, by Lucy Leu



Speak Peace in a World of Conflict: What You Say Next Will Change Your World, by Marshall Rosenberg

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