



# अहिंसात्मक संवाद

A Training Manual on Non Violent Communication

Society for Nutrition Education and Health Action



© SNEHA 2011

A publication by Society for Nutrition Education and Health Action

This publication may be used in any form. Please feel free to quote, translate, distribute and transmit with due acknowledgement to SNEHA.

Material collated and developed by Jaya Nuty

Cover photograph: Neela Kapadia

## **Introduction to Non Violent Communication**

*"Out beyond the ideas of wrongdoing and rightdoing, there is a field.  
I will meet you there".*

*Rumi*

*Dr. Marshall Rosenberg, the founder of Non Violent Communication says that as human beings, more often than not, intentionally or otherwise we tend to speak the language of the jackal, one of judgment, blame and disconnect.*

*"It's not me, it's him/her that has to change" is what we proclaim.*

*NVC is a language with a difference. It's about learning to communicate with compassion towards self and others. It's about relating with oneself and others through empathy leading to trust and nurture.*

*It follows a 4 step process based on Observation, Feeling, Need and Request. The current module is a 2 hour module designed for the staff of Municipal Corporation of Greater Mumbai Maternity Homes.*



# **NON VIOLENT COMMUNICATION**

## **Objectives**

At the end of the session the participants would be able to:

- Develop an understanding of 'judgemental communication' and ways to minimise it;
- Understand their own feelings and needs

## **Introduction**

**Time: 5 mins**

The facilitators to introduce themselves and the purpose of the workshop

## **Icebreaker**

**Time: 10 mins**

Any game to warm up the participants for the workshop

## **Exercise 1 – What is violence (hinsa)?**

**Time: 10 mins**

The participants are asked 'what is violence'? Their views are written on a chart by the facilitator. Generally violence through communication comes up as a valid point in the discussion.

## **Exercise 2 – Exercise on Observation**

**Time: 20 mins**

Ask the participants to take a look at the room where they are sitting and write down 5 observations. 2-3 participants to read aloud. The participants are then asked to write their observations about a person sitting in the room. 1 or 2 to share what they have written.

**Variation:** It is seen that the all the participants do not come at the same time for the training. To involve those who make it on or before time we could involve them to draw on a chart and this could be used for the observation exercise.

## **Debrief:**

Observation seems to come easy when it comes to inanimate objects. But when it comes to something living judgments seem to be the norm.

Judgments make our communication 'violent'. But, it's not possible not to make judgments! So, the best thing to be done in such a case is to own up...."According to me...." "This is how I perceive you"...etc...

Can we reduce passing judgments on our colleagues, seniors, juniors, patients and near & dear ones?

## **Exercise 4: Feelings**

**Time: 20 mins**

The facilitator could keep with him/her a set of 'feelings' cards. The cards could be kept in the centre and the participants could be asked to pick up a card based on what they are feeling.

Then keep a set of 'needs' cards. Ask the participants to identify the need that was met/unmet based on their feelings.

### **Debrief:**

"I feel angry because you... ",

"I feel angry because I want..."

We know that the cause of our feelings is not another person, but rather our own thoughts, wants, and wishes. We become angry because of the thoughts we are having, not because of anything another person has done to us.

In fact, violence, whether verbal or physical, is the result of assuming that our feelings are caused not by what is going on inside us but rather by what is going on "out there." In response, we say things designed to hurt, punish, or blame the person whom we imagine has hurt our feelings. Aware of this tendency, a person practicing non-violent communication would conclude, "I'm angry because my expectations have not been met."

## **Exercise 5: Role Play**

**Time: 20 mins**

### **Scene A**

Ask two volunteers to come up. Describe the following situation:

You have just entered the room and the other person sitting in a chair starts to shout, "You always do it. You are never on time. Whenever we need you, you are not there. And, we can't even trace you. You don't even pick up calls. When you see the hospital number you switch your phone off. I'm very disappointed. If this persists I'm going to complain to the higher ups." "You know....." "I don't want to listen to your useless excuses. Now, just leave the room."

Ask them to enact the scene.

Ask for participants' feelings.

### **Debrief:**

This type of communication is critical, negative and evaluative. The communicator often appears to be speaking from a superior position and talking down at the listener.

This can leave the recipient feeling offended and upset, and with no information about how to proceed. It is not constructive because the speaker did not say what was wrong and offered no advice to help improve.

The main problem with using this mode continually is that there is no follow-up, nothing to restore the relationship to a place where there can be reconciliation, and nothing to build on. Also, using the

judgmental mode is usually not the best way to motivate an employee.

If used frequently and indiscriminately, this type of interaction and style can lead not only to poor relationships among staff, but also to grievances and complaints.

### **Scene B**

Ask the two volunteers to enact the same situation but the conversation would go as follows:

You have just entered the room and the other person sitting in a chair welcomes you with a smile. "I have observed that for the last one week you have been coming half an hour after your shift starts. I feel agitated when you don't come on time. You know we have just three staff on this shift and the ward is full. I need your cooperation. Would you be willing to discuss this with me?"

"Oh, yes....Could we meet 15 minutes from now? I've something urgent to attend to..."

"Fine. We'll meet here in 15 minutes."

"I'm sorry my coming late for the last week has upset you..."

Ask for participants' feelings.

## **Exercise 6:**

**Time: 20 mins**

### **Step 1**

Take a blank side of paper and at the top, write down something somebody said to you that you didn't like hearing.

#### **Hints:**

- 1) People who choose a less than traumatic, yet "stimulating" situation seem to have greater success early on.
- 2) Think of the exact quote. No storyline or background is needed for this exercise, just the quote.

### **Step 2**

Now draw a "T" shape on the top half of the paper and write an "F" on the left side and an "N" on the right, just like in the picture.

### **Step 3**

On the left side, under the "F" column, write down what you were feeling when your quote was said to you.

### **Step 4**

On the right side, under the "N" column, write down what you were needing and not getting in the moment you heard the words.

### **Step 5**

Take a minute....Close your eyes and relax. After some time, look at the list again.

### **Step 6**

Draw a second "T" shape on the bottom half of the paper with an "F" on the left side and an "N" on the right, just like before.

### **Step 7**

On the left side, under the "F" column, write down what you imagine the other person was feeling when you heard what they said.

If you really can't think of what they were feeling, you can try going back to Step 5 and double checking your own list.

(Most people have difficulty doing "Step 7" until their own list is really complete ("Step 5"))

### **Step 8**

On the right side, under the "N" column, write down what you imagine the other person needed and not getting in the moment you heard their words.

Just like "Step 7" if you really can't think of what they needed, you can try going back to Step 5 and double checking your own list.

(Most people have difficulty doing "Step 8" until their own list is really complete ("Step 5").

## **Step 9**

Take a minute. Close your eyes and relax. Look at the list again. If you feel comfortable this list represents what they were experiencing then proceed.

If you feel like something's missing, go back and look at the lists again until you are sure you are complete. Only then proceed.

## **Step 10**

Check with yourself and see if you notice a shift in how you feel about what was said to you or how you feel toward the person that said it. Check if you think you may have a way of thinking about this that wasn't there before.... or if you just feel less upset than when you started.

If you do, then you've had an NVC experience! You've consciously moved yourself toward compassion.

If you feel the same or worse you may want to try again with the same quote or one on a subject that's not as "hot" for you. Please note: About 20% of people that do the exercise DO NOT shift on the first time through.

**2nd TO LAST HINT:** People who practice this over and over report more success in "shifting". It's like developing a muscle.

## **STATING A REQUEST CLEARLY**

Stating a request in NVC is a four-part process rooted in honesty:

- .\* Describe your observation
- \* Identify your feeling
- .\* Explain the reason for your feeling in terms of your needs
- .\* State your request

## **RESPONDING TO A "NO"**

Responding to a refusal is a four-part process rooted in empathy:

- .\* Describe the situation
- .\* Guess the other person's feeling
- .\* Guess the reason for the feeling, together with the unmet need; then let the person verify whether you have correctly understood
- .\* Clarify the unmet need

Please keep in your mind that this is a "taste" of NVC and there is a larger body of work and practice of NVC that is far more powerful when we increase our skills through learning and practice.

## **Closure**

Time: 15 mins: Ask the participants for their feedback. Thank them for their participation.

## **Step 9**

Take a minute. Close your eyes and relax. Look at the list again. If you feel comfortable this list represents what they were experiencing then proceed.

If you feel like something's missing, go back and look at the lists again until you are sure you are complete. Only then proceed.

## **Step 10**

Check with yourself and see if you notice a shift in how you feel about what was said to you or how you feel toward the person that said it. Check if you think you may have a way of thinking about this that wasn't there before.... or if you just feel less upset than when you started.

If you do, then you've had an NVC experience! You've consciously moved yourself toward compassion.

If you feel the same or worse you may want to try again with the same quote or one on a subject that's not as "hot" for you. Please note: About 20% of people that do the exercise DO NOT shift on the first time through.

**2nd TO LAST HINT:** People who practice this over and over report more success in "shifting". It's like developing a muscle.

## **STATING A REQUEST CLEARLY**

Stating a request in NVC is a four-part process rooted in honesty:

- .\* Describe your observation
- \* Identify your feeling
- .\* Explain the reason for your feeling in terms of your needs
- .\* State your request

## **RESPONDING TO A "NO"**

Responding to a refusal is a four-part process rooted in empathy:

- .\* Describe the situation
- .\* Guess the other person's feeling
- .\* Guess the reason for the feeling, together with the unmet need; then let the person verify whether you have correctly understood
- .\* Clarify the unmet need

Please keep in your mind that this is a "taste" of NVC and there is a larger body of work and practice of NVC that is far more powerful when we increase our skills through learning and practice.

## **Closure**

Time: 15 mins: Ask the participants for their feedback. Thank them for their participation.

## APPENDIX 1

Feelings when our needs ARE met

<b>AFFECTIONATE</b>	<b>ENGAGED</b>	<b>GRATEFUL</b>	<b>JOYFUL</b>	<b>PEACEFUL</b>
compassionate	absorbed	appreciative	amused	calm
friendly	alert	moved	delighted	clearheaded
fond	curious	thankful	glad	comfortable
loving	engrossed	touched	happy	centered
openhearted	enchanted		jubilant	content
sympathetic	entranced	<b>EXCITED</b>	pleased	equanimity
tender	fascinated	amazed	tickled	fulfilled
warm	interested	animated	overjoyed	mellow
	intrigued	ardent		quiet
<b>CONFIDENT</b>	involved	aroused	<b>EXHILARATED</b>	relaxed
empowered	spellbound	dazzled	blissful	relieved
open	stimulated	eager	ecstatic	satisfied serene
proud		energetic	elated	still
safe	<b>REFRESHED</b>	enthusiastic	enthralled	tranquil
secure	enlivened	giddy	exuberant	trusting
	rejuvenated	invigorated	radiant	
<b>INSPIRED</b>	renewed	lively	rapturous	<b>HOPEFUL</b>
amazed	rested	passionate	thrilled	expectant
awed	restored	surprised	electrified	encouraged
wonder	revived	vibrant	euphoric	optimistic
			overjoyed	inspired

Feelings when our needs ARE NOT met

<b><u>AFRAID</u></b>	<b><u>CONFUSED</u></b>	<b><u>EMBARRASSED</u></b>	<b><u>TENSE</u></b>	<b><u>SAD</u></b>
apprehensive	ambivalent	ashamed	anxious	depressed
dread	baffled	chagrined	cranky	dejected
fearful	bewildered	flustered	distressed	despair
foreboding	dazed	guilty	distraught	despondent
frightened	hesitant	mortified	edgy	disappointed
mistrustful	lost	self-conscious	fidgety	discouraged
panicked	mystified		frazzled	disheartened
petrified	perplexed	<b><u>FATIGUE</u></b>	irritable	forlorn
scared	puzzled	beat	jittery	gloomy
suspicious	torn	burnt out	nervous	heavy hearted
terrified		depleted	overwhelmed	hopeless
wary	<b><u>DISQUIET</u></b>	exhausted	restless	melancholy
worried	agitated	lethargic	stressed out	unhappy
	alarmed	listless		wretched
<b><u>ANNOYED</u></b>	discombobulated	sleepy	<b><u>VULNERABLE</u></b>	
aggravated	disconcerted	tired	fragile	<b><u>DISCONNECTED</u></b>
dismayed	disturbed	weary	guarded	alienated
disgruntled	perturbed	worn out	helpless	aloof
displeased	rattled		insecure	apathetic
exasperated	restless	<b><u>AVERSION</u></b>	leery	bored
frustrated	shocked	animosity	reserved	cold
impatient	startled	appalled	sensitive	detached
irritated	surprised	contempt	shaky	distant
irked	troubled	disgusted		distracted
	turbulent	dislike	<b><u>PAIN</u></b>	indifferent
<b><u>ANGER</u></b>	turmoil	hate	agony	numb
angry	uncomfortable	horrified	anguished	removed
enraged	uneasy	hostile	bereaved	withdrawn
furious	unnerved		devastated	

## APPENDIX 2

### Needs List

**HINT:** Needs are more than the things we can't live without. They represent our values, wants, desires and preferences for a happier and/or more meaningful experience as a human. Although we have different needs in differing amounts at different times, they are universal in all of us. When they are unmet, we experience feelings... when they are met, we experience feelings.

<b>CONNECTION</b>	Support	<b>PHYSICAL WELL-BEING</b>	<b>MEANING</b>
Acceptance	To know and be known	<b>BEING</b> Air	Awareness
Affection		Food	Celebration of life
Appreciation	To see and be seen	Movement/exercise	Challenge
Belonging	To understand and be understood	Rest/sleep	Clarity
Cooperation		Sexual expression	Competence
Communication	Trust	Safety	Consciousness
Closeness	Warmth	Shelter	Contribution
Community		Touch	Creativity
Companionship	<b>HONESTY</b> Authenticity	Water	Discovery
Compassion	Integrity		Efficacy
Consideration	Presence	<b>PLAY</b> Joy	Effectiveness
Consistency		Humor	Growth
Empathy	<b>PEACE</b> Beauty		Hope
Inclusion	Communion	<b>AUTONOMY</b> Choice	Learning
Intimacy	Ease	Freedom	Mourning
Love	Equality	Independence	Participation
Mutuality	Harmony	Space	Purpose
Nurturing	Inspiration	Spontaneity	Self-expression
Respect/Self-respect	Order		Stimulation
Safety			To matter
Security			Understanding
Shared Reality			
Stability			

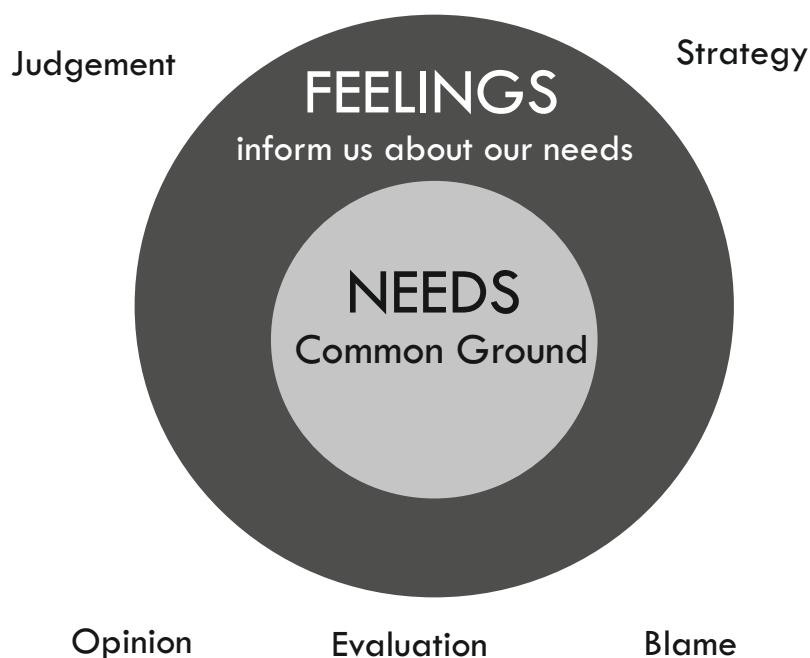
## APPENDIX 3

### Our NEEDS....

By using NVC we create a forum for all parties needs to be fully seen and heard. And thereafter choicefully and powerfully met OR unmet

What Does That Mean?

### Conflict Zone



For one thing...

Needs are universal to all of us. In fact, everything we do, we do to fulfill our needs.... everything. From scratching our heads... to eating meals to getting married to hitting someone. We have this in common with every other human being on the earth.

In NVC, the reason that needs are so important is that as long as we choose to think about needs (and NOT focus our attention on our positions or opinions or blame or other judgments) we have common ground.

When we think this way, we can continue to have a dialogue with ANY other human being, regardless of their age, ethnicity, language, social status, political position, as long as the subject of the dialogue is our own and each others Feelings and Needs.

Also... When the needs (not the strategies or stories) of people are deeply understood, new strategies almost always appear.

In times when new strategies don't appear, parties are much more inclined to choicefully have certain needs seen and NOT MET. In short, the process brings out the compassion in us resulting in more harmony.



310, 3rd Floor, Urban Health Center, 60 Feet Rd, Dharavi, Mumbai '17  
Phone: +91 22 2404 2627 Crisis Helpline: +91 22 2404 0045  
Email: [snehamumbai@snehamumbai.org](mailto:snehamumbai@snehamumbai.org)  
Website: [www.snehamumbai.org](http://www.snehamumbai.org)

Society for Nutrition Education and Health Action