NON-VIOLENT COMMUNICATION
FOR A PEACEFUL LIFE EVERYDAY
Violent Communication

- accusing
- judging
- criticizing
- demanding
- labelling
- blaming
- threatening
- belittling
- commanding
- ridiculing

Acting in ways that result in harm

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
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."
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."
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."
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?"
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.

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.

No one should be forced to listen to deeply negative feelings about them.
<table>
<thead>
<tr>
<th>Word Inventory: Pleasant Feelings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JOYFUL</strong></td>
</tr>
<tr>
<td>amused</td>
</tr>
<tr>
<td>delighted</td>
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<tr>
<td>glad</td>
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<td>happy</td>
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### Word Inventory: Unpleasant Feelings

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<th>Afraid</th>
<th>Aversion</th>
<th>Confused</th>
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<td>hate</td>
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<td>suspicious</td>
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<table>
<thead>
<tr>
<th>Annoyed</th>
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<td></td>
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<tr>
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<td>aloof</td>
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</tr>
<tr>
<td>indifferent</td>
<td>apathetic</td>
<td></td>
</tr>
<tr>
<td>numb</td>
<td>detached</td>
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Word Inventory:
Unpleasant Feelings

EMBARRASSED
ashamed
chagrined
flustered
guilty
mortified
self-conscious

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

SAD
depressed
delected
despair
despondent

gloomy
heavy hearted
hopeless
melancholy

PAIN
agony
anguished
bereaved
devastated
grief
heartbroken
hurt
lonely
miserable

SAD
disappointed
discouraged
disheartened
forlorn

SAD
unhappy
wretched

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Word Inventory: Unpleasant Feelings

TENSE
- anxious
- cranky
- distressed
- distraught
- edgy
- fidgety
- frazzled
- irritable
- jittery

VULNERABLE
- fragile
- guarded
- helpless
- insecure
- leery
- reserved
- sensitive
- shaky

TENSE
- nervous
- overwhelmed
- restless
- stressed out

YEARNING
- envious
- jealous
- longing
- nostalgic
- pining
- wistful

DISQUIET
- agitated
- alarmed
- discombobulated
- disconcerted

DISQUIET
- disturbed
- perturbed
- rattled
- restless

DISQUIET
- shocked
- startled
- surprised
- troubled

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PEACE TO ALL

REFERENCES

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