



"No matter what issue you're facing, NVC will set you up to win every time"

- Anthony Robbins,
Awaken the Giant Within and Unlimited Power

"NVC is a powerful tool for peace and partnership, urgently needed for a less violent, more caring world."

- Raine Eisler,
The Power of Partnership

"I believe the techniques of NVC can literally change the world."

- Jack Canfield,
Chicken Soup for the Soul series

"These dynamic communication techniques transform potential conflicts into peaceful dialogues."

- John Gray Ph.D.,
Men are from Mars, Women are from Venus

"NVC is one of the most useful things you will ever learn."

- William Ury,
Getting to Yes

About the Trainer

Daren De Witt is a certified trainer with and representative of the international Centre for Nonviolent Communication (www.cnvc.org). He has been sharing NVC with others since 2000.

www.nvc-resolutions.co.uk

Nonviolent Communication Skills

A Two-day Foundation Training

Nonviolent Communication (NVC) is a simple and profound process that builds an awareness of how to stay connected to the humanity of ourselves and others while communicating. It offers specific tools to transform situations where conflict is in the air, so that compassion emerges, and people choose actions that are in harmony with everyone's needs and values.

Nonviolent Communication is currently being taught to people from all walks of life in more than 65 countries worldwide.

You might like to use Nonviolent Communication to help you in your personal or professional life - at home, with friends, in your community or workplace.

The following is an outline of our two-day foundation training in Nonviolent Communication, including aims and objectives, with a programme outline on page two. Contact Daren at NVC Resolutions for further information or to book (contact details overleaf). We can also provide tailored NVC training for any organisation that you belong to.

Course Aims

Participants will be able to understand:

1. The core motivations that underlie any form of behaviour.
2. The forms of communication that antagonise others or provoke resistance from them.
3. The essential principles of emotional intelligence.
4. How to express themselves assertively in a way that can be heard by others.
5. How to listen to another person and demonstrate to them that they have been heard.
6. How the way people communicate impacts on conflicts.
7. How to defuse anger in others or oneself.
8. How to negotiate through conflict towards resolution.

Course Objectives

By the end of the workshop participants will be able to identify:

1. 10 key areas of human need and how they impact on people's everyday behaviour.
2. 7 forms of communication that antagonise or alienate others.
3. 4 common miscommunications of feelings and a range of core feelings.
4. 2 ways that people listen to what others say that increase conflict.
5. 2 ways that people can listen to what others say that lead to harmony and resolution of conflict.
6. 5 steps to negotiating conflicts to reach a mutual agreed solution.

They will also have practiced:

7. Expressing themselves clearly and nonjudgementally using observations, feelings, needs and specific requests.
8. Empathising with the feelings and needs of another person.
9. Defusing angry outbursts from others through empathic connection.

Workshop Style

Interactive using examples from participants work situations.

Respecting Confidentiality
Challenging
Supportive
Fun

Comments from Previous Participants:

"An excellent introduction to NVC. One of those courses which you are never the same after attending!" - J. Edge.

"Well thought through and a clear mixture of theory, demonstration and practice." - C. Sherrard.

"A very enjoyable and potentially life changing training. I feel very nurtured by you and the other participants. I am now hopeful I can use NVC in some key areas of my life and work!" - C. McNamara.

Nonviolent Communication Skills

- Programme Outline -

Day One

On day one we present most of the core concepts and processes of NVC. Understanding of these is facilitated through brief exercises. Topics covered:

The Intention Of Communication

- ◆ Understanding the role of intention in communication and in NVC
- ◆ Exploring common intentions when communicating, their origins and results

Language That Disconnects

- ◆ 7 types of communication that antagonise or stimulate resistance
 - ◆ The origins and outcomes of disconnecting language

The Core Of Communication – Essential Needs

- ◆ Understanding the role of needs in communication and action
 - ◆ Exploring 10 essential areas of human need

The Place Of Emotions In Communication

- ◆ Understanding common miscommunications of feelings
- ◆ Clarifying how and when to accurately convey or connect with core emotions

Four Ways We Can Receive Others In Conflict Situations

- ◆ Two responses that lead to increased conflict
- ◆ Two responses that lead to understanding, trust and resolution of conflict

Communicating Observable Experience

- ◆ Distinguishing between observation and evaluation
- ◆ Exploring how to accurately convey what we are seeing or hearing from others

Formulating Strategies & Communicating Them To Others

- ◆ Distinguishing between needs and strategies, & between requests and demands
 - ◆ How to convey what we want others to do clearly and effectively

Day Two

The focus is on internalising the NVC process through extended practice exercises.

We will explore the three modes in which NVC can be used: self empathy; expressing oneself; and empathising with others. We will also explore how NVC can be used in conflict situations. Topics covered:

Self-Empathy

- ◆ Experiencing the power of NVC to clarify and work through our own issues / concerns.

Empathising With Others

- ◆ Where to focus our attention when listening to others
- ◆ Supporting others to understand and move through their issues more effectively

Defusing Anger & Aggression In Others

- ◆ The essential skill for defusing anger & aggression in others

NVC Conflict Negotiation Skills

- ◆ 5 essential steps for transforming hostility into collaboration
 - ◆ Finding mutually beneficial strategies and solutions

Course Evaluation & Closure

- ◆ Looking at how participants will take their learning forward

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