



"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

Core Communication Skills using NVC

A One-day Training for Organisations

Clear communication is the basis of harmonious and productive work relationships between staff and with clients. This one-day course is designed to equip members of your organisation with essential communication skills that will enable them to communicate themselves clearly to others as well as to understand and empathise with others more effectively. This course also serves as a precursor to our one day course on conflict resolution.

The principles taught here are the foundation skills of the internationally renowned communication and conflict resolution process, Nonviolent Communication (NVC), which is currently being taught to people from all walks of life in more than 65 countries worldwide.

For the programme outline see overleaf.

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.

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 others or provoke resistance from them.
3. 4 common miscommunications of feelings and be able to accurately articulate a range of core feelings.

They will also have practiced:

4. Expressing themselves clearly and non-judgementally using observations, feelings, needs and specific requests.
5. Empathising with and acknowledging the feelings and needs of another person.

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Who is this course suitable for?

Directors
Managers
Middle Managers
Teams
Staff members

We can also adapt this training for clients and service users.

Workshop Style

Interactive using examples from participants work situations.

Respecting Confidentiality
Challenging
Supportive
Fun

Core Communication Skills using NVC

Programme Outline

The Intention Of Communication

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

Language That Disconnects

- ◆ 7 types of communication that antagonise or stimulate resistance
 - ◆ The origins and outcomes of disconnecting language
- ◆ Understanding when judgement is valuable and when it is harmful

The Core Of Communication – Essential Needs

- ◆ Understanding the role of needs in communication and action
- ◆ Exploring 10 essential areas of human need in the workplace
- ◆ Experiencing the power of need to communicate and connect with others

The Place Of Emotions In Communication

- ◆ When it is valuable to focus on emotions during interactions
 - ◆ Understanding common miscommunications of feelings
- ◆ Clarifying how to accurately convey or connect with core emotions

Communicating Observable Experience

- ◆ Distinguishing between observation and evaluation
- ◆ Exploring how to accurately convey what we are seeing or hearing from others in a way that minimises resistance

Formulating Strategies & Communicating Them To Others

- ◆ Distinguishing between needs and strategies, & between requests and demands
 - ◆ How to be clear about what we want from others in the workplace
 - ◆ How to convey what we want to others clearly and effectively

Empathising With Others

- ◆ When it's not enough to say, "I understand!"
- ◆ Where to focus our attention when listening to others
- ◆ Supporting others to understand and move through their issues more effectively

Course Evaluation & Closure

- ◆ Looking at how participants will take their learning forward

About the Trainers

Daren De Witt and Anna Finlayson are qualified trainers with and representatives of the international Centre for Nonviolent Communication (www.cnvc.org). They have been sharing NVC with others since 2000.

Further information

If you would like to discuss the possible delivery of this course to people in your organisation, please contact Daren or Anna at NVC Resolutions.

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