



"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 Trainers

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

## NVC Communication & Conflict Skills

### A Two-day Training for Organisations

Clear communication is the basis of harmonious and productive work relationships between staff and with clients. This two-day course is designed to equip members of your organisation with essential communication and conflict resolution skills that will enable them to more effectively manage a range of workplace communication issues.

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.
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 in the workplace.
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 non-judgementally 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.

## NVC Communication & Conflict Skills

### - Programme Outline -

#### 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

#### 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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#### 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 in the workplace

##### 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