



PINPOINT



NVC helps us to connect with each other...and guides us to reframe the way we express ourselves and listen to others by focusing our consciousness on four areas.

Marshall Rosenberg

What is it?

Nonviolent Communication (NVC) is a language system designed to foster positive conversations. It is known to:

- Connect people through emphatic listening
- Transform conflict into satisfying outcomes
- Defuse anger and frustration
- Create personal and professional relationships grounded in mutual respect
- Break patterns of thinking that lead to arguments
- Move beyond power struggles to cooperation and trust.

Why is it useful?

Every successful school or college is built and sustained on positive relationships. Rapid success built on bullying cannot be sustained. Students, teachers and managers all have their needs. And often it seems as if they conflict, resulting in a power struggle, with winners and losers, and diminishing productivity. It needn't be like that.

Who uses it?

This approach is used for a wide variety of purposes and settings.

- Schools: for students and staff
- Hospitals
- Anger management
- Conflict resolution in Bosnia, Palestine, Israel, Rwanda
- Counselling and therapy
- Diplomatic and business negotiations

REFERENCES

Rosenberg, M., B. (2003) Nonviolent Communication, PuddleDancer Press, USA

The four-step process

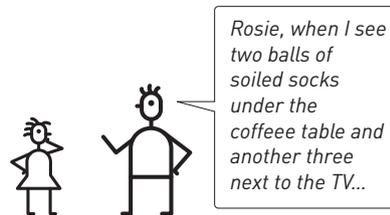
This four-step process is applicable to all three contexts:

- Expressing yourself (as is shown below in a parenting context)
- Receiving communication from others

1

OBSERVATION

Not to be confused with an interpretation. Just describe what a camera would have captured.



It is crucial that you understand the difference between what happened and your interpretation of it. Be objective and stick to the facts. This cuts out any judgement—the cause of conflict.

2

FEELING

Not to be confused with a thought. State your pure emotional response.

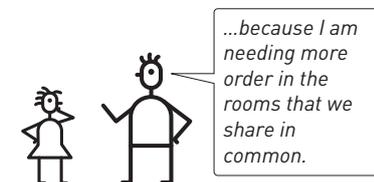


Don't start with "I feel" and then add your thoughts. Pinpoint your feelings and realise that you alone are responsible for experiencing them—not someone else.

3

NEED

Identify the need which was not met, that prompted your feeling.

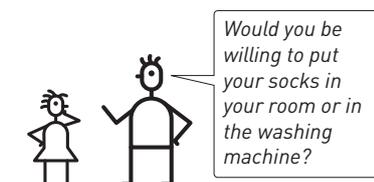


Link your feelings to a need of yours that has not been met. This is completely different to placing the cause onto someone else. Explain how your unmet needs caused your feelings.

4

REQUEST

Now request a specific behaviour you'd like from the other person, that would meet your need.



Make sure you make your request very specific. And ensure it is a request and not a demand. The test for this is to be OK if the request is denied by the other person. If not, it was a demand.