

## **Nonviolent Communication Workshop**

**Marshall B. Rosenberg, Ph.D.**

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# Outline of Nonviolent Communication

## **Clearly expressing how I am without blaming or criticizing**

- 1. The concrete actions I am observing (remembering, imagining) that are contributing (or not contributing) to my well-being*
- 2. How I am feeling in relation to these actions*
- 3. The life energy in the form of needs, desires, wishes, values, or thoughts creating my feelings*

## **Clearly requesting that which would enrich my life without demanding**

- 4. The concrete actions I would like taken*

## **Empathically receiving how you are without hearing blame or criticism**

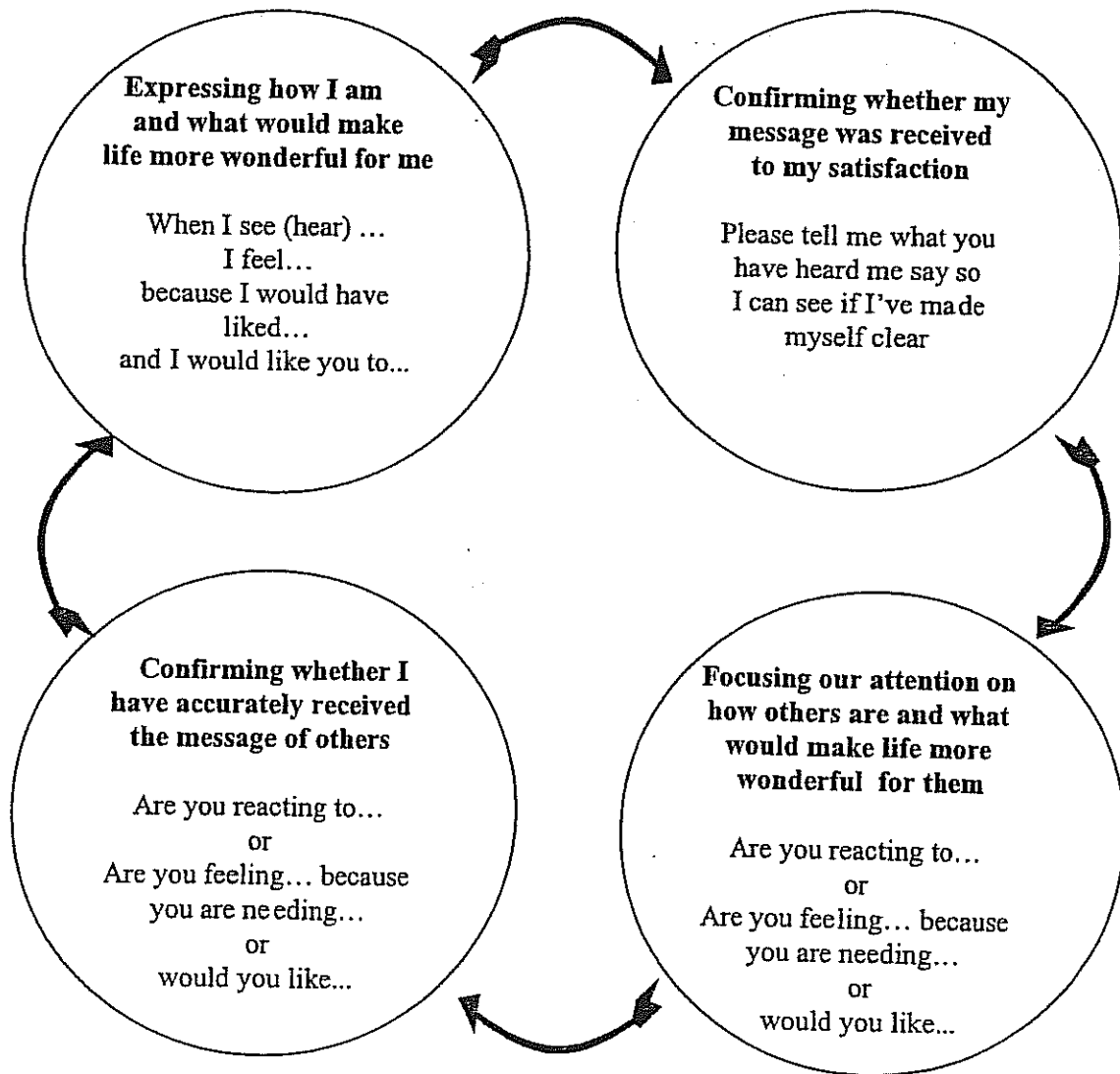
- 1. The concrete actions you are observing (remembering, imagining) that are contributing (or not contributing) to your well-being*
- 2. How you are feeling in relation to these actions*
- 3. The life energy in the form of needs, desires, wishes, values, or thoughts creating your feelings*

## **Empathically receiving that which would enrich your life without hearing any demand**

- 4. The concrete actions you would like taken*

# The Process of Nonviolent Communication

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# Life-Alienating Communication

## Criticism

One form of Life-Alienated Communication is criticism implying wrongness or badness, e.g. "The problem with you is that you are too selfish (lazy, insensitive, inappropriate, etc.). Other words for this kind of communication include "insults," "blame," "put downs," "diagnoses," and "judgments."

## Denial of Responsibility

A second form of life-Alienated Communication denies personal responsibility for our thoughts, feelings, and actions. An example would be words such as "have to" in the phrase, "There are some things that you have to do, whether you like to do them or not."

We deny responsibility for our actions when we attribute the cause of our actions to:

- The actions of others ("I hit my child because he ran into the street.")
- Vague, impersonal forces ("I cleaned up my room because it was necessary.")
- Our psychological history, condition, diagnosis, or personal history ("I drink because I am an alcoholic.")
- To the dictates of authority ("I lied to the client because the boss told me to.")
- To group pressure ("I started smoking because everyone else in the group was smoking.")
- To institutional policies, rules, and regulations ("I gave grades to my student because it was the school district's policy.")
- To sex roles, social roles, or age roles ("I hate going to work but I do it because I am a father and a husband.")
- To uncontrollable impulses ("I was overcome by my urge to eat the candy bar.")

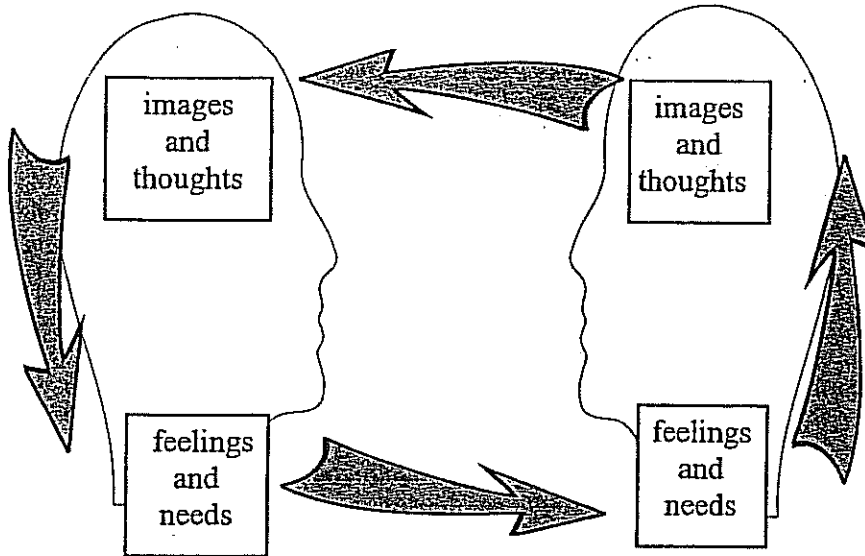
## Demands

Demands are a third form of Life-Alienating Communication. A demand, as defined within Nonviolent Communication, is a request which implicitly or explicitly threatens some form of blame or punishment if the request is not acted upon.

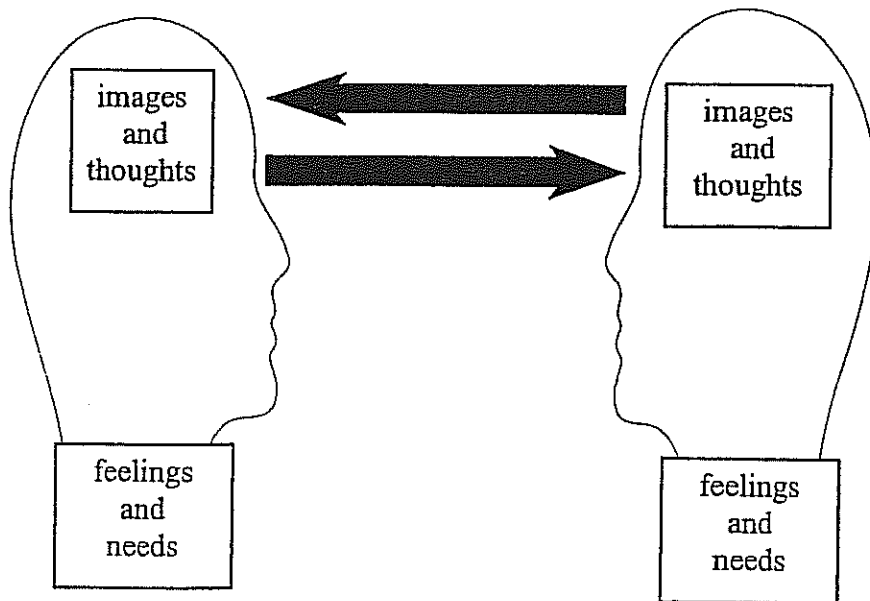
## Justification of Reward and Punishment

A fourth form of Life-Alienated Communication is language associated with the concept that certain actions merit reward and certain merit punishment. An example would be, "He deserves to be punished for what he did."

## Life-Connected Communication



## Life-Alienated Communication



# Feelings Inventory

## How We Are Likely to Feel When Our Needs ARE Being Met

Absorbed	Energetic	Merry
Adventurous	Engrossed	Mirthful
Affectionate	Enlivened	Moved
Alert	Enthusiastic	Optimistic
Alive	Excited	Overjoyed
Amazed	Exhilarated	Overwhelmed
Amused	Expansive	Peaceful
Animated	Expectant	Perky
Appreciative	Exultant	Pleasant
Ardent	Fascinated	Pleased
Aroused	Free	Proud
Astonished	Friendly	Quiet
Blissful	Fulfilled	Radiant
Breathless	Glad	Rapturous
Buoyant	Gleeful	Refreshed
Calm	Glorious	Relaxed
Carefree	Glowing	Relieved
Cheerful	Good-humored	Satisfied
Comfortable	Grateful	Secure
Complacent	Gratified	Sensitive
Composed	Happy	Serene
Concerned	Helpful	Spellbound
Confident	Hopeful	Splendid
Contented	Inquisitive	Stimulated
Cool	Inspired	Surprised
Curious	Intense	Tender
Dazzled	Interested	Thankful
Delighted	Intrigued	Thrilled
Eager	Invigorated	Touched
Ebullient	Involved	Tranquil
Ecstatic	Joyous, joyful	Trusting
Effervescent	Jubilant	Upbeat
Elated	Keyed-up	Warm
Enchanted	Loving	Wide-awake
Encouraged	Mellow	Wonderful
		Zestful

## Feelings Inventory

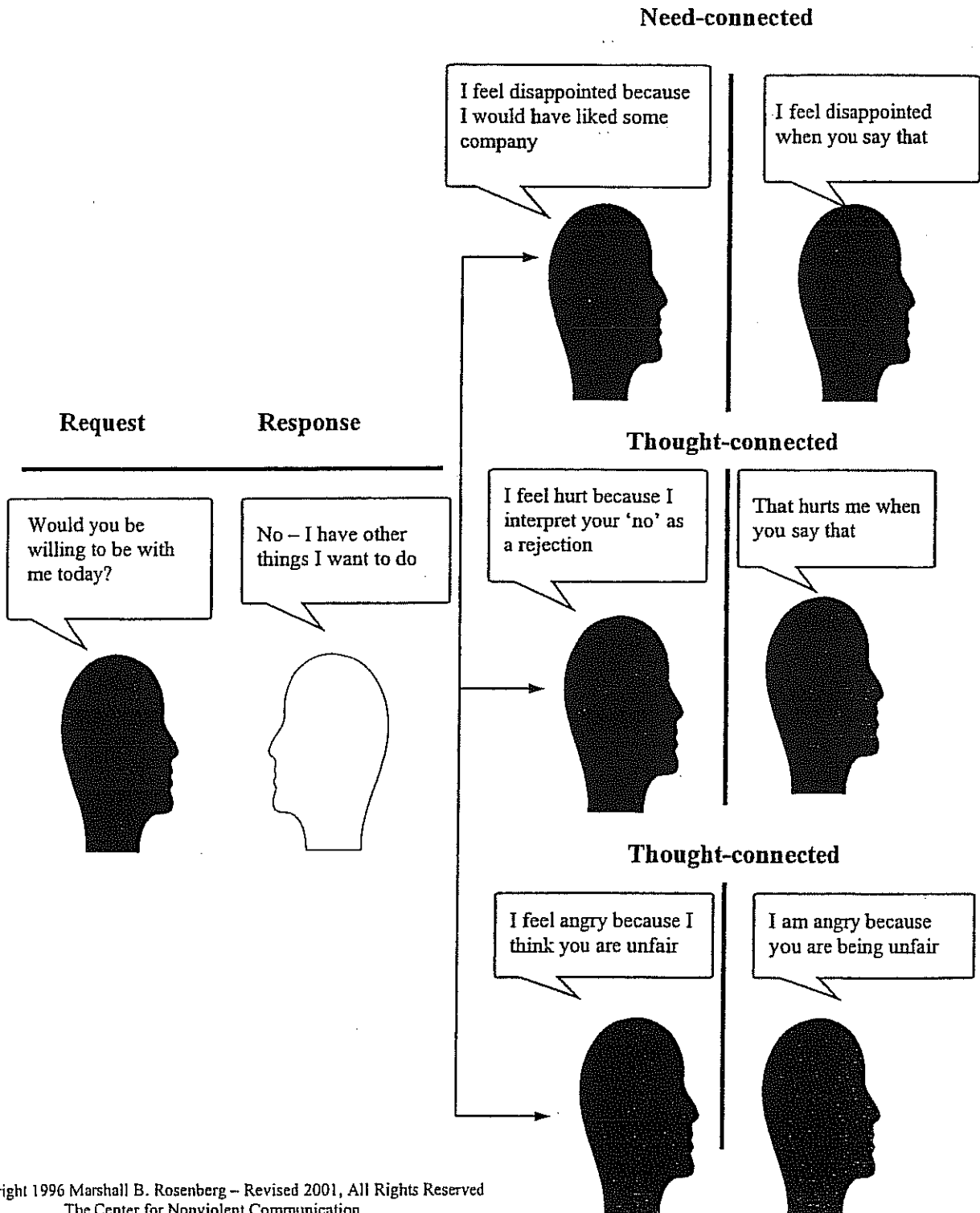
### How We Are Likely to Feel When Our Needs Are NOT Being Met

Afraid	Edgy	Numb
Aggravated	Embarrassed	Overwhelmed
Agitated	Embittered	Panicky
Alarmed	Exasperated	Passive
Aloof	Exhausted	Perplexed
Angry	Fatigued	Pessimistic
Anguished	Fearful	Puzzled
Annoyed	Fidgety	Rancorous
Anxious	Forlorn	Reluctant
Apathetic	Frightened	Repelled
Apprehensive	Frustrated	Resentful
Aroused	Furious	Restless
Ashamed	Gloomy	Sad
Beat	Guilty	Scared
Bewildered	Harried	Sensitive
Bitter	Heavy	Shaky
Blah	Helpless	Shocked
Blue	Hesitant	Skeptical
Bored	Horrified	Sleepy
Brokenhearted	Horrible	Sorrowful
Chagrined	Hostile	Sorry
Cold	Hot	Spiritless
Concerned	Humdrum	Startled
Confused	Hurt	Surprised
Cool	Impatient	Suspicious
Cross	Indifferent	Tepid
Dejected	Intense	Terrified
Depressed	Irate	Tired
Despairing	Irked	Troubled
Despondent	Irritated	Uncomfortable
Detached	Jealous	Unconcerned
Disaffected	Jittery	Uneasy
Disenchanted	Keyed-up	Unglued
Disappointed	Lazy	Unhappy
Discouraged	Leery	Unnerved
Disgruntled	Lethargic	Unsteady
Disgusted	Listless	Upset
Disheartened	Lonely	Uptight
Dismayed	Mad	Vexed
Displeased	Mean	Weary
Disquieted	Miserable	Wistful
Distressed	Mopey	Withdrawn
Disturbed	Morose	Woeful
Downcast	Mournful	Worried
Downhearted	Nervous	Wretched
Dull	Nettled	

**Responsibility for what we do  
That contributes to our feelings**

**Responsibility  
Acknowledged**

**Responsibility  
Not Acknowledged**



## NEEDS INVENTORY

### **Autonomy**

- To choose one's dreams, goals, values
- To choose one's plan for fulfilling one's dreams, goals, values

### **Celebration**

- To celebrate the creation of life and dreams fulfilled
- To celebrate losses: loved ones, dreams, etc. (mourning)

### **Integrity**

- Authenticity
- Creativity
- Meaning
- Self-worth

### **Interdependence**

- Acceptance
- Appreciation
- Closeness
- Community
- Consideration
- Contribution to the enrichment of life (to exercise one's power by giving that which contributes to life)
- Emotional Safety
- Empathy
- Honesty (the empowering honesty that enables us to learn from our limitations)
- Love
- Reassurance
- Respect
- Support
- Trust
- Understanding
- Warmth

### **Physical Nurturance**

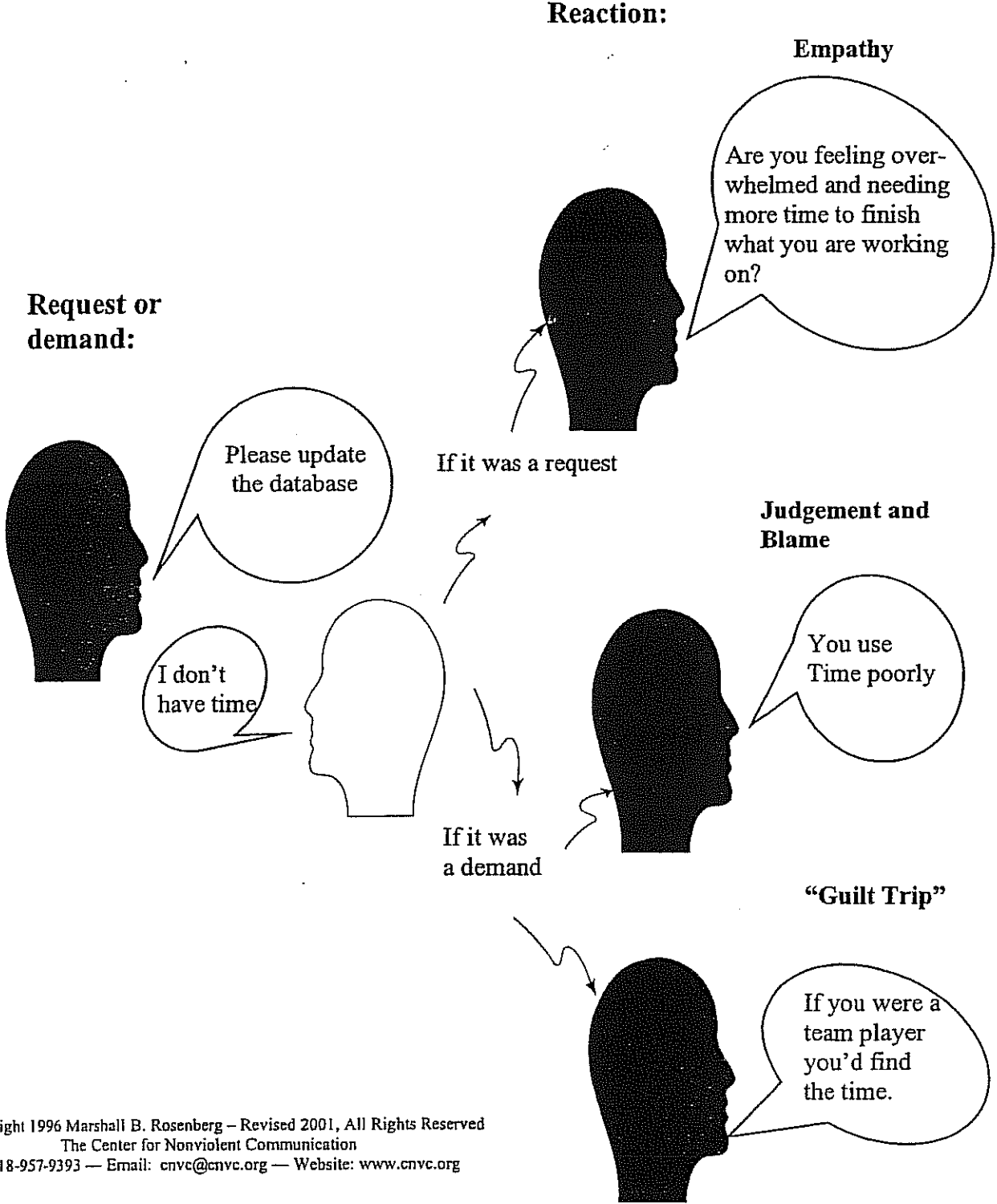
- Air
- Food
- Movement, exercise
- Protection from life-threatening forms of life: viruses, bacteria, insects, predatory animals (especially human beings)
- Rest
- Sexual expression
- Shelter
- Touch
- Water

### **Play**

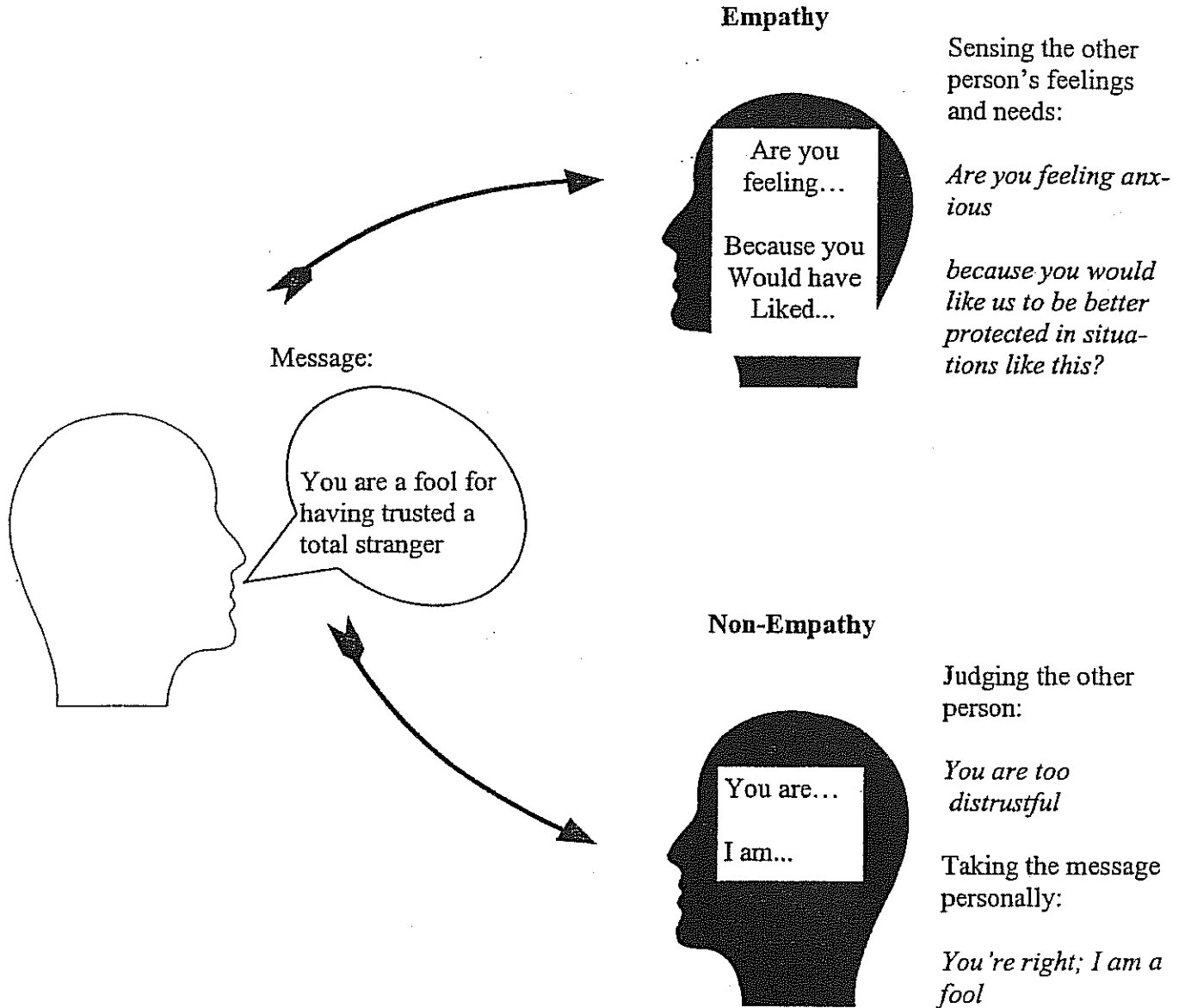
#### **Spiritual Communion**

- Beauty
- Harmony
- Inspiration
- Order
- Peace

# Difference Between Request and Demand



# Empathy/Non-Empathy



## Expressing How We Are and What We would Like

- A. Think of someone who does something that makes life less than wonderful for you and write here what the person does.

- B. Imagine you are talking directly to the person and express how you feel when the person acts in the way described above using this form:

*"When you do this (what was described in "A" above), I feel..."*

- C. Imagine you are talking directly to the person and express your reasons for feeling as you do using this form:

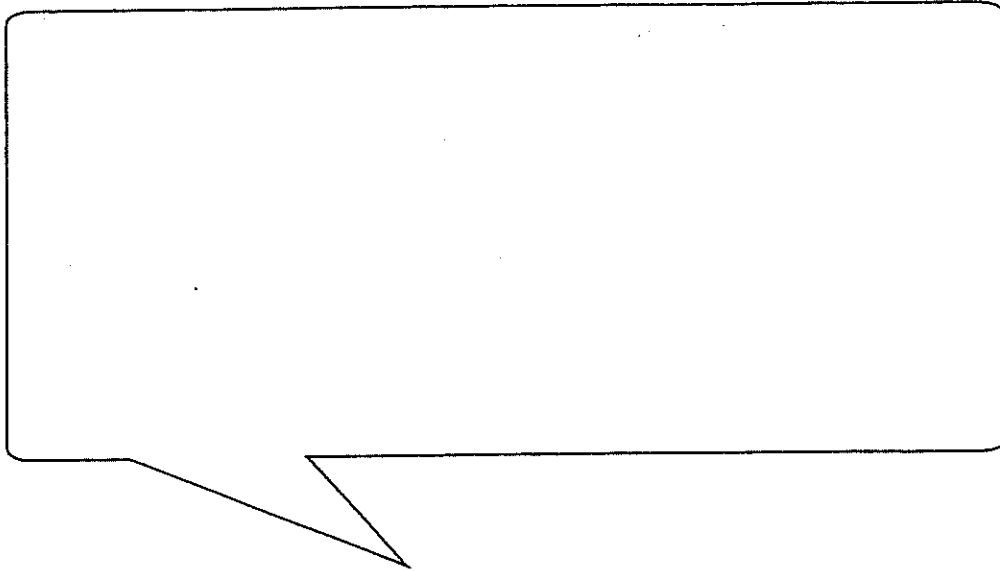
*"When you do what I described, I feel as I expressed because I need..."*

- D. In relation to what the other person did and your feelings and needs in relationship to the action, imagine you are talking directly to the person and express a request using this form:

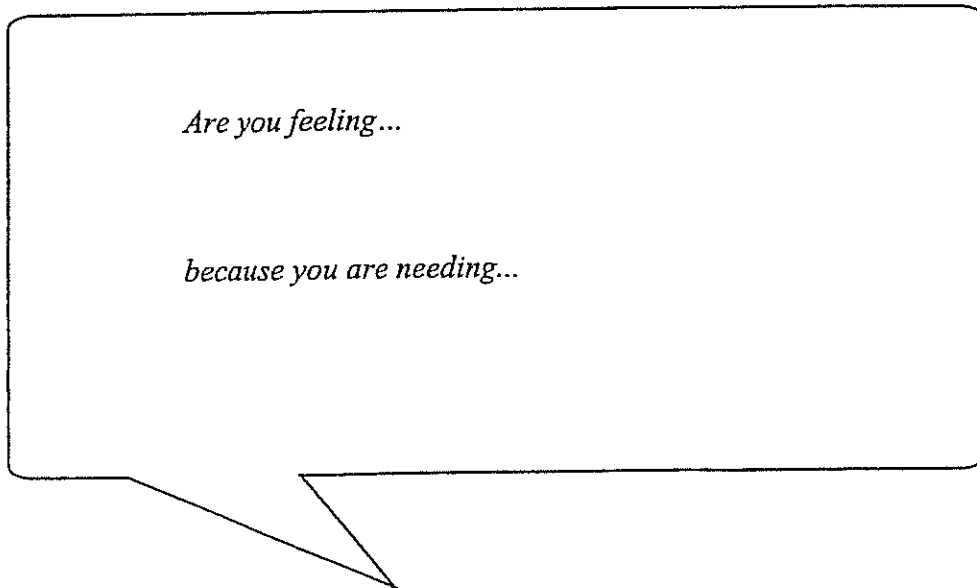
*"In relation to what you did and my feelings and needs in relation to what you did, I would like you to..."*

## RECEIVING LIFE-ALIENATED MESSAGES WITH “NONVIOLENT COMMUNICATION EARS”

Please write below something someone has said (or might say) which, before this workshop, might have contributed to you feeling like P.P.P.P.T. (Pretty poor protoplasm poorly put together)



Now write what you would hear or say if you were to receive this message empathically with “Nonviolent Communication Ears.”



*Are you feeling...*

*because you are needing...*

