

A Model for Nonviolent (Compassionate) Communication

Center for Nonviolent Communication, 3229 Bordeaux, Sherman, TX 75090

Expressing

Our vulnerability

- What we are observing
- How we are feeling
- What we are desiring

Our dreams

- What we would like to happen

Our requests

- What we would like people to do to make our dreams come true

When I see (hear, remember, imagine)...

I feel ...

because I ...

and I would like ...



Receiving

Other's vulnerability

- What others are observing
- How others are feeling
- What others are desiring

Other's dreams

- What others would like to happen

Other's requests

- What others would like people to do to make their dreams come true

When you see (hear, remember, imagine)...

do you feel ...

because you ...

and would you like ...



Translating alienating messages into vulnerability, dreams, and requests



Diagnoses

Denials of choice

Demands



Vulnerability

Dreams

Requests



COMPASSIONATE COMMUNICATION SKILLS

Compassionate Communication Skills Training presents a collection of simple, effective techniques which facilitate cooperation and satisfaction in our communication with others and within ourselves. The use of these skills does not depend on the knowledge or use of the skills by others.

As the name implies, this approach to communication emphasizes compassion as the motivation for action rather than fear, guilt, shame, blame, coercion, threat or justification of punishment. In other words, it is about getting what you want for reasons you will not regret later. These techniques allow you to make conscious choices about how you will respond if you get what you want, or if you do not get what you want. It is definitely NOT about guilt and tricking people into giving you what you want.

The skills are built on Dr. Marshall Rosenberg's model for Compassionate Communication (also known as Nonviolent Communication). Development of these skills allows us to focus on and clarify what we and others are observing, how and why we are feeling as we do, and what we would like to have happen. These skills emphasize personal responsibility for our actions and the choices we make when we respond to others.

Compassionate Communication skills will assist you in dealing with major blocks in communication such as demands, diagnoses and denials of responsibility. You will learn to express your feelings without attacking and will minimize the likelihood of creating defensiveness in others. The skills will help you to make clear requests. They will assist you in being able to receive critical and hostile messages without taking them personally, giving in or losing self-esteem. These skills will be useful with your family, friends, students, subordinates, supervisors, co-workers and clients.

Dr. Rosenberg is the founder of the Center for Nonviolent Communication, which presents workshops throughout the world. In the presentations, puppets are often used to demonstrate the choices we have regarding the way we communicate. The "jackal" demonstrates how we interact when we are disagreeable, difficult or demanding. The "giraffe" symbolizes the compassionate communication model . . . and we all know the giraffe has to "stick its neck out" to get what it wants; it's vulnerable. This model is a clear, effective and doable plan for communicating in a way that is cooperative, conscious and compassionate.