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I move towards the real difficulty,

master my intentions,

communicate non-violently.

Intent

It's Ok to pause

- Observations
- Feelings
- Needs
- Requests

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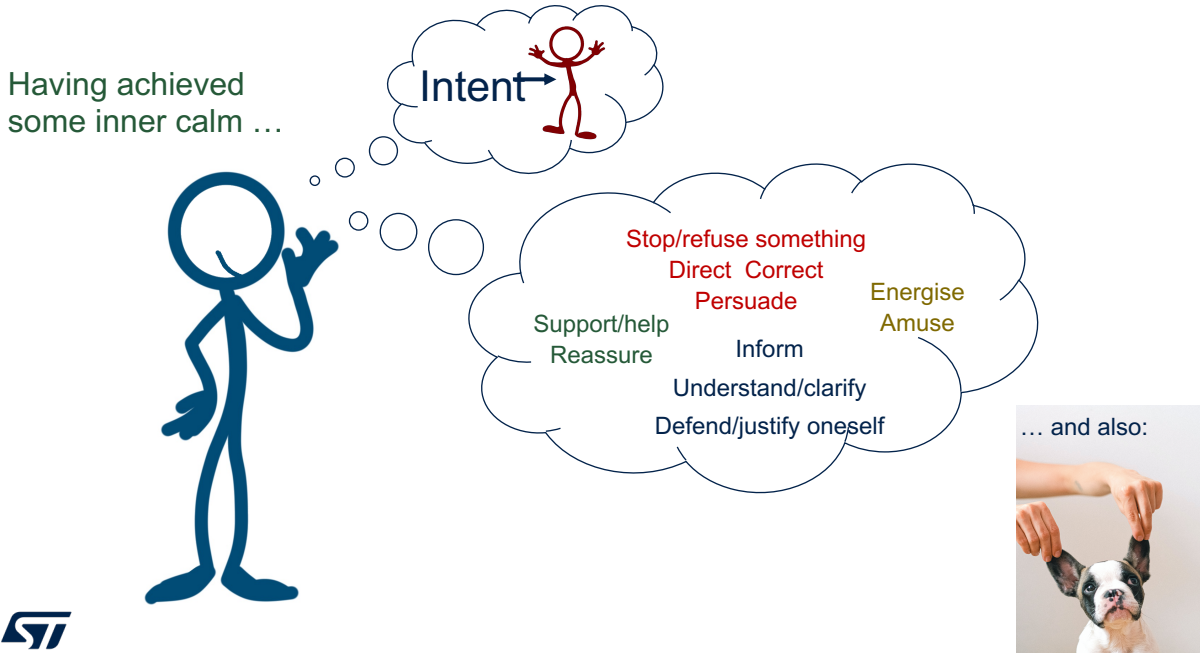
Having achieved some inner calm ...

Intent →

Stop/refuse something
Direct Correct
Persuade
Energise
Amuse

Support/help
Reassure
Inform
Understand/clarify
Defend/justify oneself

... and also:



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I start the dialog with Observations because ...

It's safer!

- 1. For them**
Facts are less likely to trigger defensiveness and resistance
- 2. For me**
If the other person wishes me harm or denies facts then, recognising this, I may choose fight or flight!



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The Observations Compass

Facts, experiences
Numbers, descriptions, verifiable data

Rules
"I must..."
"It should..."
"I can't..."
"It's impossible..."



Judgements
"It's important that..."
"It took a long time..."
"They're slow..."
"It's good/bad/ugly..."
"I am..."

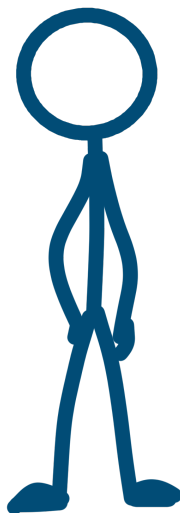
Suppositions
Assumptions
Hypotheses
Deductions
Projections

"Meta model", John
Grinder and Richard
Bandler



KEY

Accuracy throughout ...



True observations - the objective situation

"it is .., there are .., on <date> .., the email stated ..."

What I'm really feeling

"I am annoyed, embarrassed, confused, worried ..."

What I genuinely need

"I want, prefer, like, need, ..."

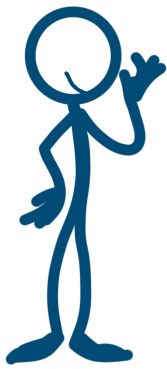
Exactly what I'm requesting

"Please could you, I'm asking you to, would you be willing to, ..."



KEY

... combining honesty with benevolence



me



them

- Well-intentioned words sometimes detonate unseen issues !
- If necessary, I clarify what I **do** intend and what I **don't** intend



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Checklist

	Ok ☺	Ko ☹	Neither	Ok-ness: did Alfie/Brennan do the following?
Intention				Objectives include listening/understanding? Expectations are for here and now?
Observations				Facts, experiences. Numbers, descriptions, verifiable data.
Feelings				What I am really feeling - "I am annoyed, embarrassed, confused, worried ..."
Needs				What I truly need - "I want, prefer, like, need, ..."
Request				Clear/unambiguous, positive/precise, negotiable/refusable, in the present



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Permissions

1. Use your own style / vary your style

- Questioning
 - “What do you think?”
- Directive
 - “Tell me what you think!”
- Playful
 - “Yoda asks, explain what thinking you are” ☺
- Supportive / inviting
 - “Perhaps you see things differently? ...”



2. Sometimes, you may keep quiet

- You *cannot not* communicate: words are only one means



One Last Thing

Using NVC to Show Appreciation

Giving positive feedback that's easy to receive



1. Actions: What you did
2. Needs: Why it was right for me
3. Feelings: How I felt

