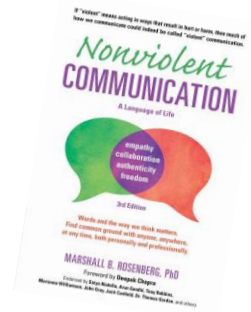


Non-Violent Communication (NVC)

NVC is a way of communicating that helps people express themselves honestly and listen empathetically to others. It focuses on four key parts: observing what’s happening without judgment, expressing how we feel, identifying our needs, and making clear requests.

NVC encourages compassion by helping us understand the unmet needs behind others’ words, even if they sound harsh. The goal is to create understanding and connection instead of conflict, improving relationships and fostering mindful communication.



The NVC Framework

Definition	Why it Matters	Tips
Observation <ul style="list-style-type: none"> Describe what happened. Just the facts, without interpretation, judgment or labels. 	<ul style="list-style-type: none"> It prevents defensiveness and keeps the conversation grounded. <ul style="list-style-type: none"> ⊗ <i>“You’re always late.”</i> ✓ <i>“You arrived 15 minutes after our meeting time.”</i> 	<ul style="list-style-type: none"> ✓ Be specific and neutral. ⊗ Avoid words like “always”, “never”, “lazy”, “disrespectful”
Feeling <ul style="list-style-type: none"> State how the situation makes you feel emotionally, not what you think about the other person. 	<ul style="list-style-type: none"> It helps you take ownership of your experience instead of blaming. <ul style="list-style-type: none"> ⊗ <i>“I feel like you don’t care.”</i> ✓ <i>“I feel disappointed and overlooked.”</i> 	<ul style="list-style-type: none"> ✓ Use actual emotions (e.g. sad, frustrated, anxious, relieved) ⊗ Avoid phrasing like “I feel that...” or “I feel like...”
Need <ul style="list-style-type: none"> Name the universal human need behind your feeling. 	<ul style="list-style-type: none"> Needs help us understand what really matters to us and others—it’s the root of conflict and connection. <ul style="list-style-type: none"> ⊗ <i>“You should have known better.”</i> ✓ <i>“I need more clarity on what’s expected.”</i> 	<ul style="list-style-type: none"> ✓ Keep it simple = 1 or 2 core needs. ⊗ Avoid blaming or demanding language. • Common needs include respect, clarity, support, trust, recognition, collaboration, autonomy
Request <ul style="list-style-type: none"> Ask for a specific, doable action that could help meet your need. 	<ul style="list-style-type: none"> It moves the conversation toward solutions, not resentment. <ul style="list-style-type: none"> ⊗ <i>“Can you just be better at this?”</i> ✓ <i>“Would you be willing to send me a quick update before 3pm when things are delayed?”</i> 	<ul style="list-style-type: none"> ✓ Make it specific and time-bound if possible. • Be ready to hear “no”. This keeps it a request, not a demand.





The NVC Framework

A way of being honest without blame - and clear without being harsh.

Example: "When I see the report is late (observation), I feel frustrated (feeling) because I need reliability and get this information to our customer (need). Would you be willing to update me by the end of the day (request)?"

Exercise:

Observation <ul style="list-style-type: none"> Describe what you see or hear, without judging or exaggerating. 	<i>"When I ...</i>
Feeling <ul style="list-style-type: none"> Name the emotion you're experiencing, not thoughts or accusations. 	<i>"I feel ...</i>
Need <ul style="list-style-type: none"> Identify the underlying need behind the feeling. 	<i>"Because I need ...</i>
Request <ul style="list-style-type: none"> Ask for a specific action that could meet your need. 	<i>"Would you / Can you..."</i>

Additional Resources and Development Opportunities:

- Keep energy high. Don't let them overthink.
- Non-Violent Communication by Marshall Rosenberg
- Crucial Conversations book or summary [video](#)
- Geometry for Staying Cool & Calm by Dan Sullivan ([Audiobook](#))
- How to Say Anything to Anyone book by Share Harley and summary [video](#)
- Getting to Yes by Roger Fisher and William Ury

