

MAGIC OF LANGUAGE

Nonviolent Communication

Expressing Needs and Feelings

00.

INTRODUCTION

"Passion, not money, is the motive that drives the best in the world."

Sir Ken Robinson

01.

WHY COMMUNICATION MATTERS?

◆ **High Demand** social interaction jobs are growing and pay more according to Harvard.

◆ **Conflict Resolution** effective communication reduces conflicts and promotes innovation (USC)

◆ **Employment Trends** jobs needing social skills doubled from 1980-2018 according to Pew Research Center.

02.

GETTING STARTED

- ✦ What you need for this activity: paper, pens, markers.
- ✦ Work in pairs.
- ✦ Be ready to reflect and share.

03.

WHAT IS NONVIOLENT COMMUNICATION (NVC)?

- ✦ NVC is a method of communication that emphasizes empathy, compassion, and understanding.
- ✦ It helps you express your feelings and needs without conflict.
- ✦ Using NVC can improve your relationships and communication skills.

04.

THE FOUR COMPONENTS OF NVC

- ◆ **Observations:** Making neutral observations without judgment.
- ◆ **Feelings:** Expressing feelings honestly.
- ◆ **Needs:** Identifying the needs underlying our feelings.
- ◆ **Requests:** Making clear, positive requests to meet our needs.

05.

OBSERVATION EXERCISE

- ✦ Look around the classroom and make a neutral observation.
- ✦ Avoid judgments or evaluations.

Examples:

"I see two students discussing their project."

"I notice that the clock shows it is 10.15 AM."

06.

FEELINGS EXERCISE

- ✦ Think about a recent situation that made you feel a strong emotion.
- ✦ Express that feeling using an "I feel" statement.

Examples:

"I feel excited when I learn something new."

"I feel anxious when I have to present in front of the class."

07.

NEEDS EXERCISE

- ✦ Identify a need underlying your feeling using "I need" statements.

Examples:

"I need support to understand complex concepts."

"I need reassurance to feel secure about my progress."

08.

REQUESTS EXERCISE



Formulate a clear and positive request to meet your need using "I would like" statements.

Examples:

"I would like to ask for extra help after class."

"I would like to request more examples to understand the topic better."

09.

OBSERVE *VS* JUDGE

Go back to your previous activities and observe where there is a judgment?

What is judgment?

When we fail to take responsibility and we believe someone else is responsible for our emotional reactions.

10.

OBSERVE *VS* JUDGE

OBSERVATION

I see you have not done your homework second week in a row.

I notice the teachers only call on Susan for the easy questions.

The last 3 exams we had were announced the same day.

Diana insults students who appear weaker than her.

JUDGEMENT

You are lazy and you never do your homework.

The teacher favours Susan and she is horrible.

The teacher hates us and gives us unexpected exams.

Diana is bully, she must be sick.

10.

OBSERVE *VS* JUDGE + FEELINGS

OBSERVATION

I see you have not done your homework second week in a row.

I notice the teachers only call on Susan for the easy questions.

The last 3 exams we had were announced the same day.

Diana insults students who appear weaker than her.

FEELING

I worry about your learning and ability to progress.

I am frustrated and I don't feel motivated.

I feel stressed.

I don't like such behaviour.

JUDGEMENT

You are lazy and you never do your homework.

The teacher favours Susan and she is horrible.

The teacher hates us and gives us unexpected exams.

Diana is bully, she must be sick.

10. ROLE PLAYS

- ✦ Work in pairs or groups of 3.
- ✦ Take 1 MAGIC challenge.
- ✦ Do what it says.
- ✦ Discuss your feelings and insights with the group or the class.



MAGIC

OF LANGUAGE

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