

Peace Talks

A Language of Compassion and Connection

Oregon Network for Compassionate Communication

www.orncc.net or www.cnvc.org

Your Facilitator Today: Karen Campbell



Freedom Project

- Nonviolent Communication and Mindfulness Trainings
- An Affiliate of F.O.R. [Fellowship of Reconciliation]
- P.O. Box 30832, Seattle, WA 98103-0832
- **Reaching in** to prisoners of Washington State and Oregon



Basic Nature of Human Beings

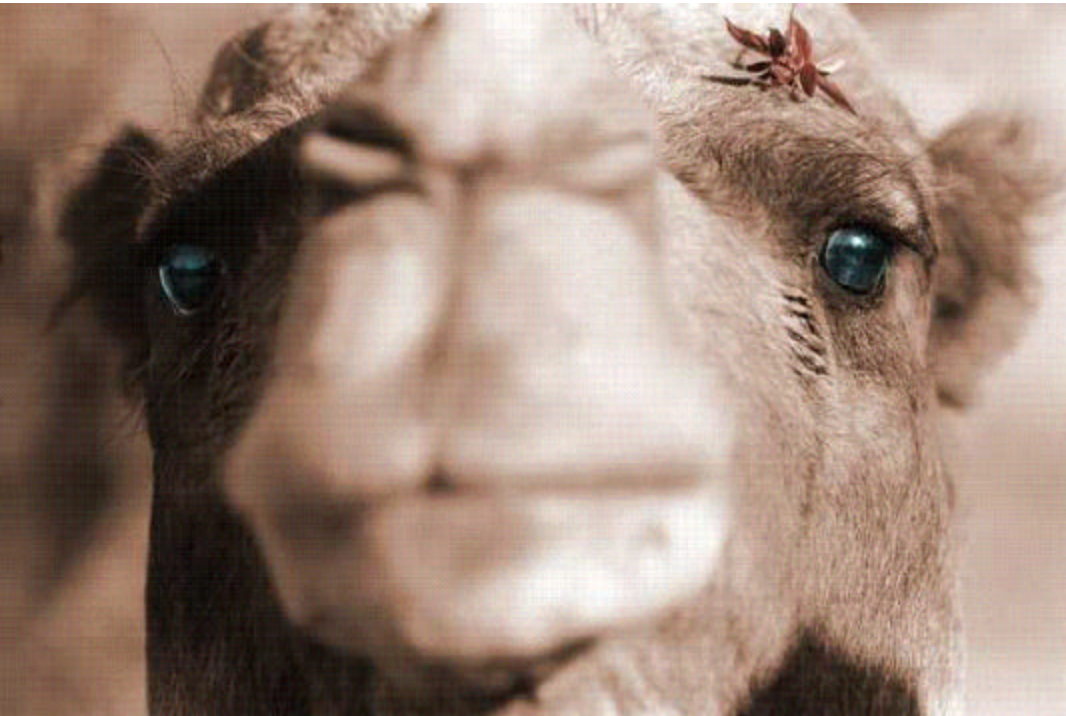
- Intelligent, Capable, Courageous, Powerful, Energetic, Gentle, Curious, Loving, Kind, Honest, Fun, Sociable, Cooperative, Confident, Self-Assured, Joyful, Humorous, Attractive
- Affectionate, Sensual, Rational, Responsible, Trustworthy, Self-reliant, Principled, Tender, Tolerant, Generous, Passionate, Motivated, Creative, Caring, Interested, Ingenious, Playful



Factors that Create Mistrust

- Displaying unkindness and discourtesy
- Breaking Promises
- Violating expectations
- Being disloyal, duplicitous
- Being prideful, conceited, arrogant

Elements of Mistrust



- Mistrust: lack of confidence, suspicion, doubt
- Mistrust limits options and undermines communication

Factors that lead to mistrust have a common denominator....

- Communication that results in resentment, resistance, and revenge



Life-Alienating (Violent) Communication



Criticisms

--Insults, blame, put downs,
diagnoses, judgments

Denial of Responsibility

---"It's not my fault"

Demands

--implicit or explicit threats
provoke action

Justification of reward or
punishment

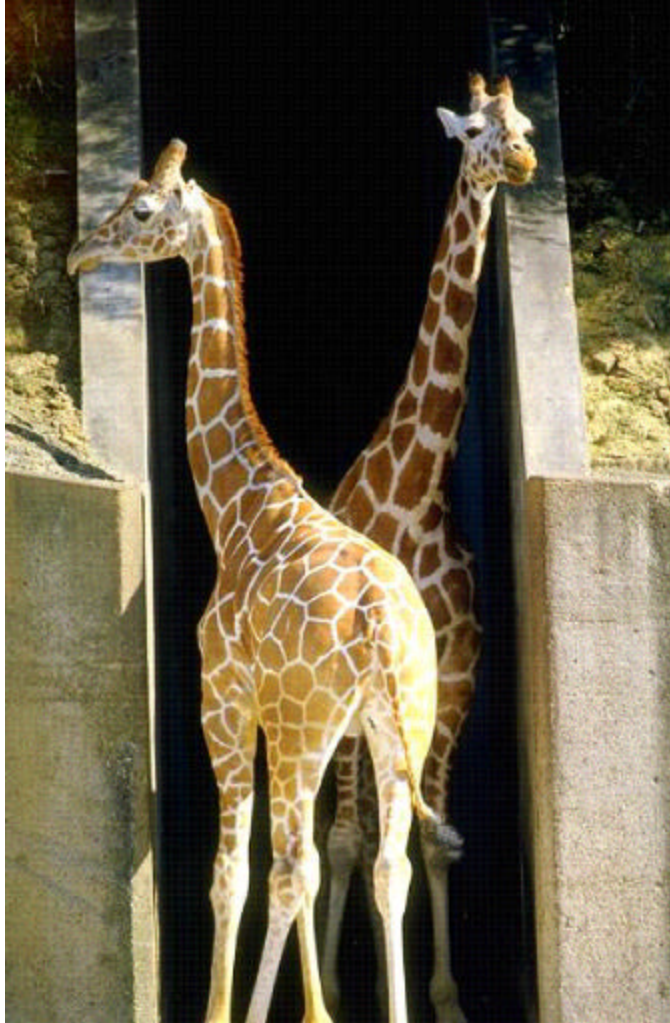
---Reward or punishment
provoke action

Life-Alienating Communication



- Keeps us from knowing others
- Focuses on judgments, blame, denial of personal responsibility
“It’s all in our heads”
- Leads to violence

Factors that build trust have a common denominator....



- Communication that is clear, promotes cooperation, and leads to commitment



Elements of Trust

- Trust—a firm belief or confidence in the honesty, integrity, reliability, justice, etc. of another person or thing
- Trust grows out of trustworthiness
- Trustworthiness: competence and character

Factors That Build Trust

- Displaying kindness and courtesy
- Keeping promises
- Honoring expectations
- Being loyal to those who are absent
- Making apologies



Developing Trust

- Listen first
- Check out what you heard
- Limit autobiographical responses
 - Advising
 - Probing
 - Interpreting
 - Evaluating

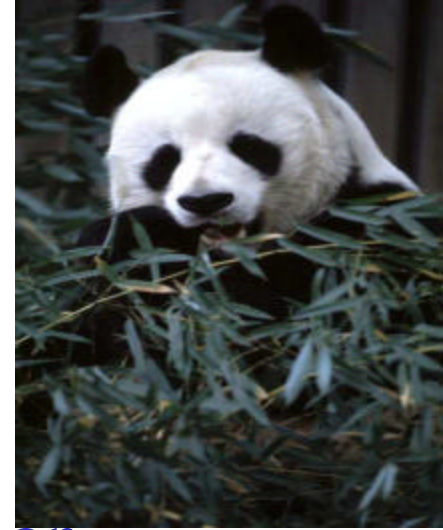




Nonviolent Communication

- Compassionate Communication
- Life-connected Communication
- **Giraffe and Jackal Language**
- Dr. Marshall Rosenberg, Center for Nonviolent Communication, La Crescenta, CA
- 1-818-957-9393 or www.cnvc.org

The Model: 4 Components



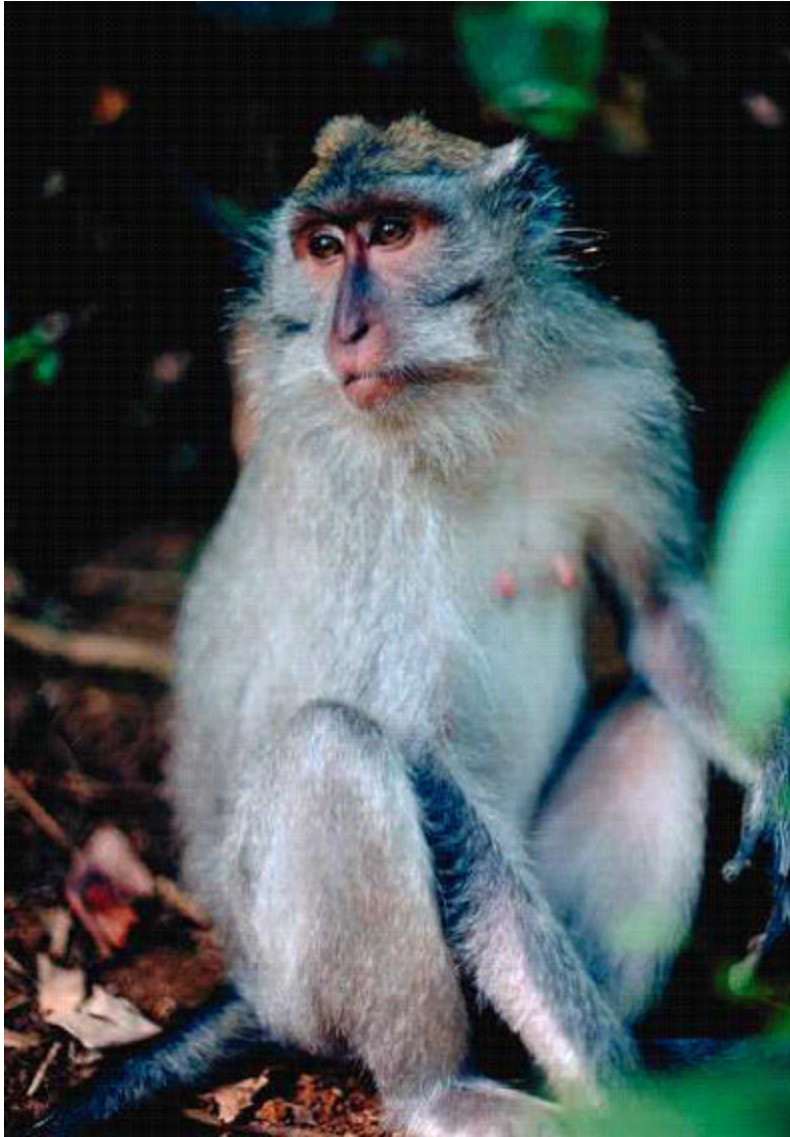
- Observation
 - Feelings
 - Needs
 - Requests
- Without Evaluation
“just the facts,
please”
 - State of Mind,
Sensation
 - Values, Desires,
Hopes
 - Positive, Immediate,
Concrete, Specific

Observations



- Free of evaluations
- Just what your eyes see or your ears hear
- Expressed Honestly
“When I see....”
- Received
Empathetically “When you hear....”

Feelings



- State of Mind, Sensation
- Expressing “I feel...”
- Receiving “do you feel...?”
- Be aware of words that sound like feelings but actually express what I think you are doing to me.

Needs



- Values, Desires, Hopes
- Expressing “because I’m needing...”
- Receiving “because you are needing...”
 - ***Autonomy, safety, respect, understanding, compassion, integrity, growth, peace, equality, trust, connection, acceptance...

Requests



- Positive, immediate, do-able

Request for Honesty

“Would you be willing to tell me what you are feeling?”

Request for Empathy

“Would you be willing to tell me what you heard me say?”

What do you hear?



- “You always blame me”
- “I always do it wrong”

Levels of Listening

Ignoring

- Pretending
- Selecting
- Attending
- Empathizing



Hearing it a different way



- “When I hear that I feel...because I need...”
- “Do you feel...because you need...”

Listen with Empathy

- If the speaker is emotional
- If we are not sure we understand the other person
- If we are not sure the other person feels understood





Listening with Empathy

- Uncover feelings and needs; avoid blame
- “I am hurting because I like to be included” rather than “I feel hurt because you left me out.”
- Listen with the intent to understand another’s point of view...
- Rather than what we intend to say next.

Request desired behaviors



- No demands, threats, or manipulation
- Express exact actions required to meet your most pressing needs
- Request immediately do-able actions

Nonviolent Communication Tips

- When someone expresses pain and you are not sure what to do...

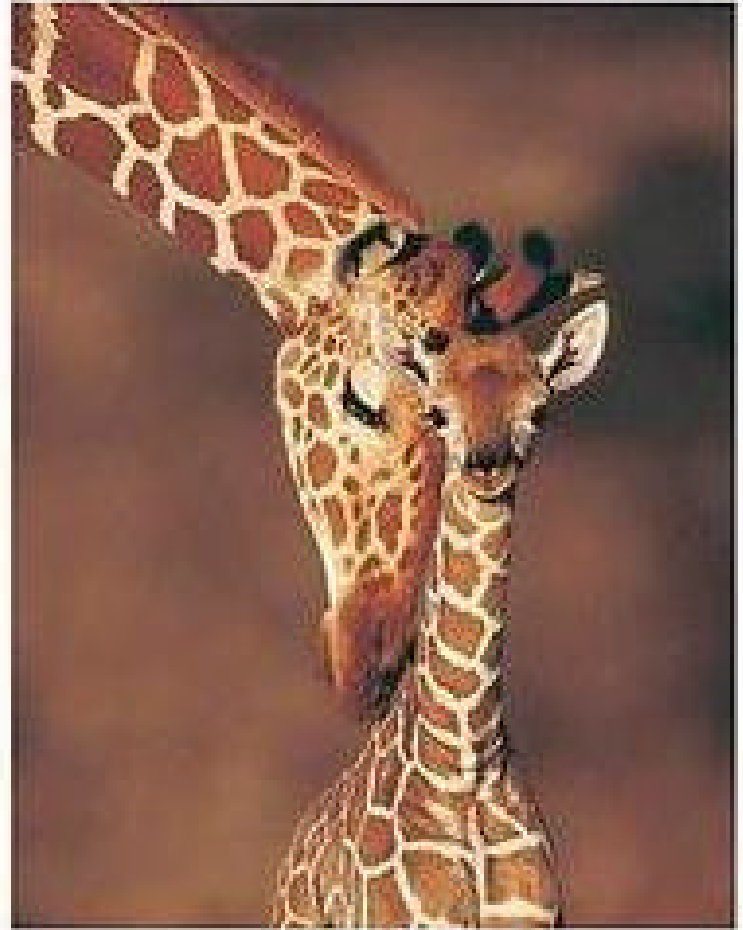
EMPATHIZE



- Angry person
 - “What is this person needing or wanting that they haven’t received or fear losing?” Share your guesses
- Unmanageable conversations
 - Pause; take a break; check what you observe, feel, need, and want

Communicating Empathy

- Repeat verbatim
- Rephrase content
- Reflect feelings
- Rephrase content and feelings
- Discern when empathy is not needed





Two Parts to the Process

- Expressing how **I** am and what would make life more wonderful for **me**
- Confirming whether **my** message was received to my satisfaction
- Focusing our attention on how **others** are and what would make life more wonderful for **them**
- Confirming whether we have accurately received the message of **others**

The Process of Nonviolent Communication



- When I see[hear]....
 - I feel
 - Because I would have liked....or I need...or I value...
 - And I would like you to...
 - Please repeat back to me what I said, so that I can know that I was understood.



The Process

- Are you reacting to...
- Or Are you feeling...because you are needing....or
Would you like.....

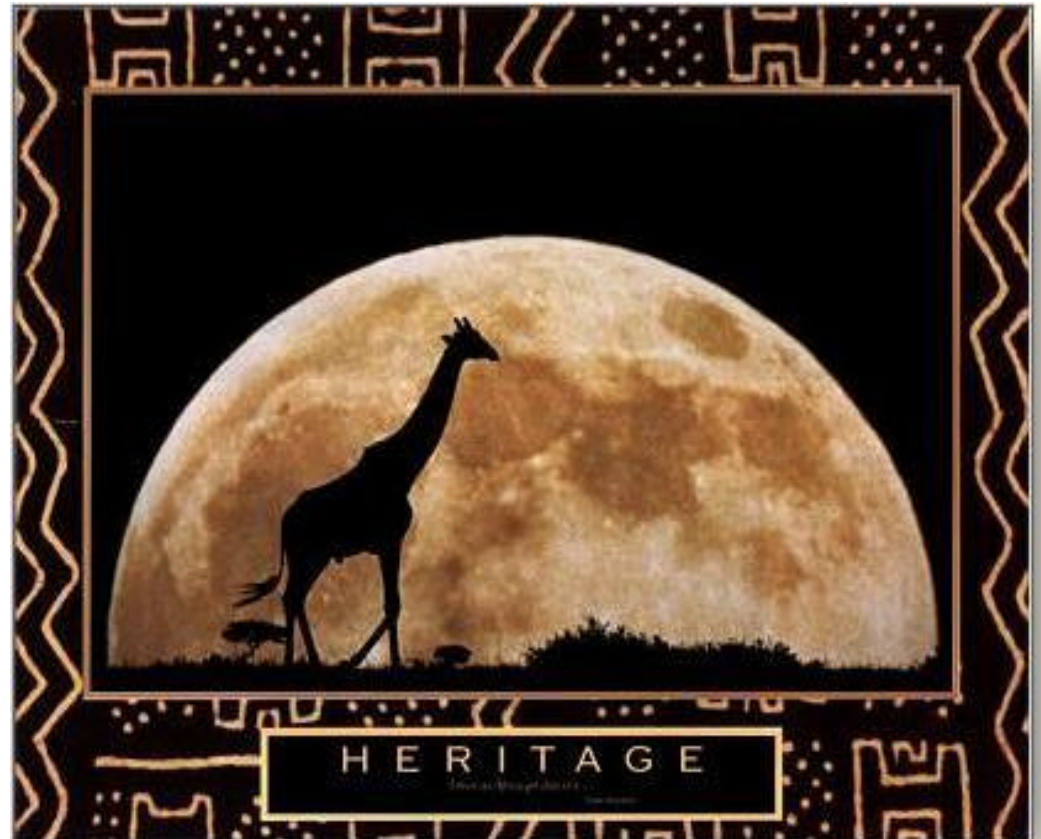
- Observations, not judgments
 - “When my things were taken without my permission,...”

Not “You ripped me off”

 - “I feel uncomfortable with your proposal”
- Not** “That’s a stupid idea”

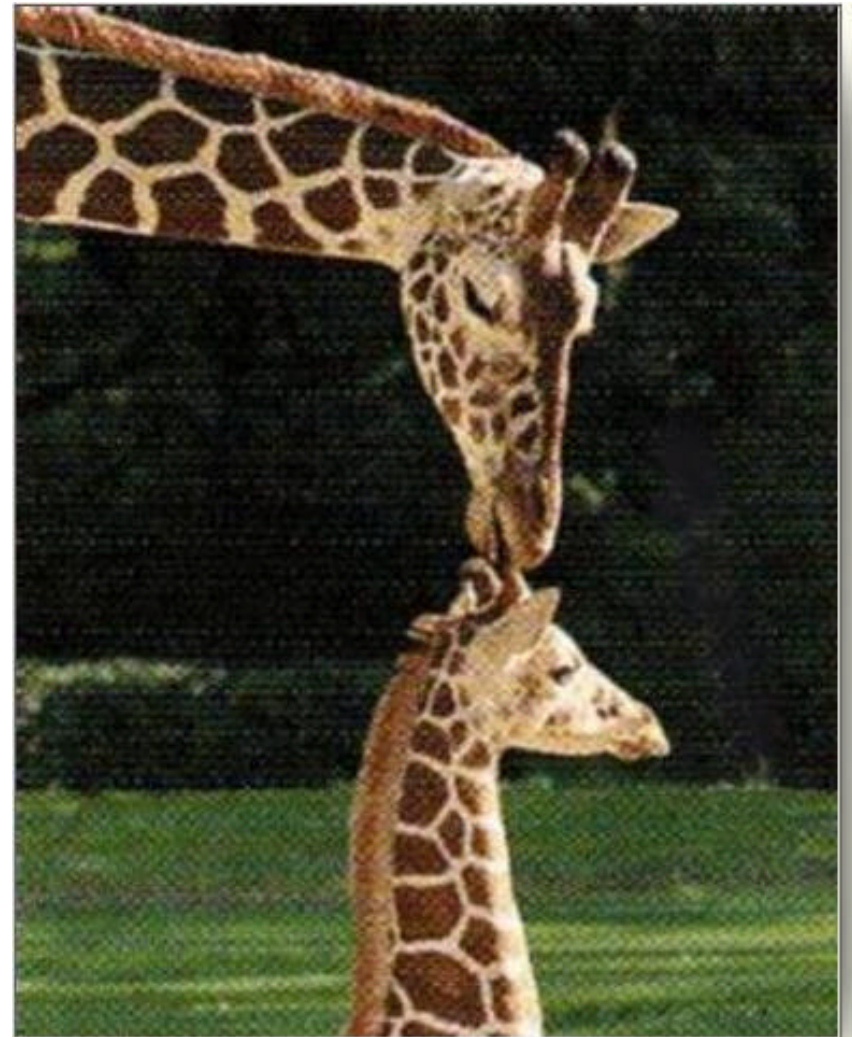
Life-Connected Communication

- Words and actions reflect feelings and needs
- Observations, feelings, needs, and requests connect us to others
- Head and heart work together



Nonviolent Communication

- Fosters respect, attentiveness, and empathy
- Engenders a mutual desire to give from the heart—to care
- Emphasizes compassion as a motivation for action



Needs Inventory

- Peace
- Connection
- Creativity
- Physical Well- being
- Honesty
- Meaning
- Autonomy



Feelings Inventory

When our needs are being met



- Affectionate
- Confident
- Engaged
- Excited
- Exhilarated
- Joyful
- Peaceful
- Inspired
- Grateful
- Hopeful
- Refreshed
- Fully Alive

Feelings we experience when our Needs Are Not Being Met



- Afraid
- Annoyed
- Angry
- Disconnected
- Disquiet
- Pain
- Sad
- Tense
- Not fully alive

Which Outcome Do You Want?



- Clarity or
Resentment
- Cooperation or
Resistance
- Commitment or
Revenge



THE FIRST KISS

WILDLIFE AND NATURE / PHOTOGRAPHY COURTESY