

Nonviolent Communication

A rather violent Introduction



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about.me

- Started with XP in 2005
- still coding github.com/sebs
- Freelance Developer, Trainer and Coach in all things XP Practices dissident-trainings.de

XP Values

Simplicity

Communication

Feedback

Respect

Courage

I got 99 **problems**

Business people and developers
must work ...

Build projects around **motivated**
individuals ...

.... technical **excellence** ...

Working software is the primary
measure of **progress**

and **communication**
is one

P A R E N T A L

A D V I S O R Y

E X P L I C I T C O N T E N T

Triggerwarning

NVC

WTF?

NVC is a ..

- communication and conflict resolution process
- „spiritual“ practice
- set of values
- parenting technique
- world view

WTF

Communication process
that is likely
to **inspire empathy**

WTF



**I HAD TO LISTEN TO MY FRIENDS
UNINTERESTING STORY**

SO I COULD TELL HIM MINE

“Most people do not listen
with the intent to understand;
they listen with the intent to reply.”

Stephen R. Covey

**I'M NOT SAYING HE'S
GUILTY.**

BUT HE'S GUILTY.

H
HISTORY.COM

DIYLOL.COM

Why are we not
listening?

**HAVE SEX IN A PUBLIC
PLACE FILLED WITH PEOPLE**



NOBODY NOTICED

Moralistic Judgments

blame, insults, put-downs, comparisons and (often)
diagnoses



Demands that imply
blame and punishment
if you fail to comply

BE RESPONSIBLE FOR




ALL THE THINGS

Denial of responsibility

„I had to“

Comparisons



ONE DOES NOT SIMPLY

**COMPARE METRO 2033 WITH A NORMAL
SHOOTER**

The premise of
„I deserve that“ ...

talent, fate etc.



YOU DESERVE IT.

Conflicts

= =

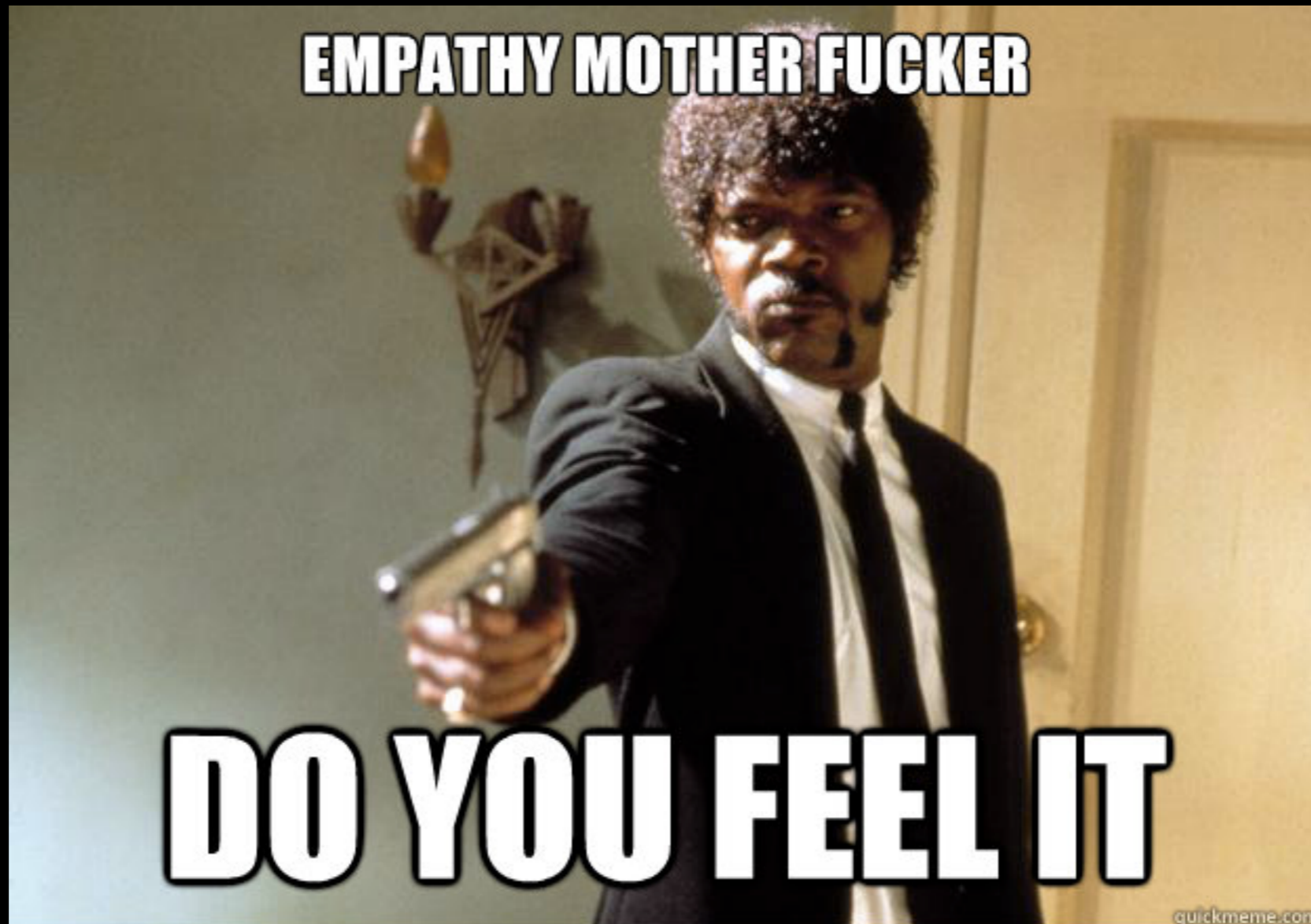
Miscommunication

about
Human Needs

with **coercion** and
manipulation

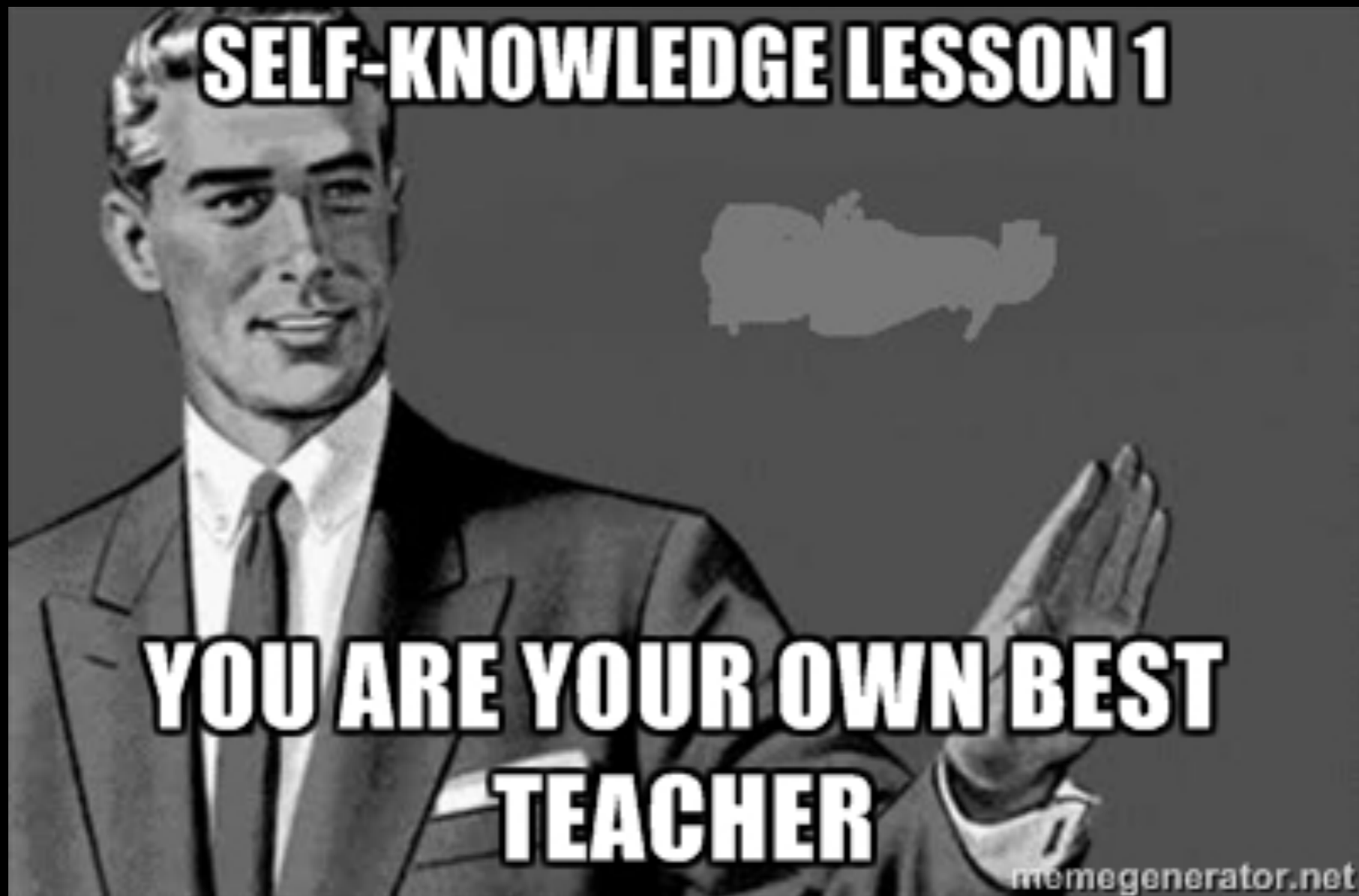
Guilt, fear and shame
divert attention

3 aspects of
NVC



Empathy

Listening to others



Self-Empathy

Starts with self awareness

The only honest people
in the world are small
children and drunk
people



your  cards
someecards.com

WeKnowMemes

Honest Self-Expression

Authenticity

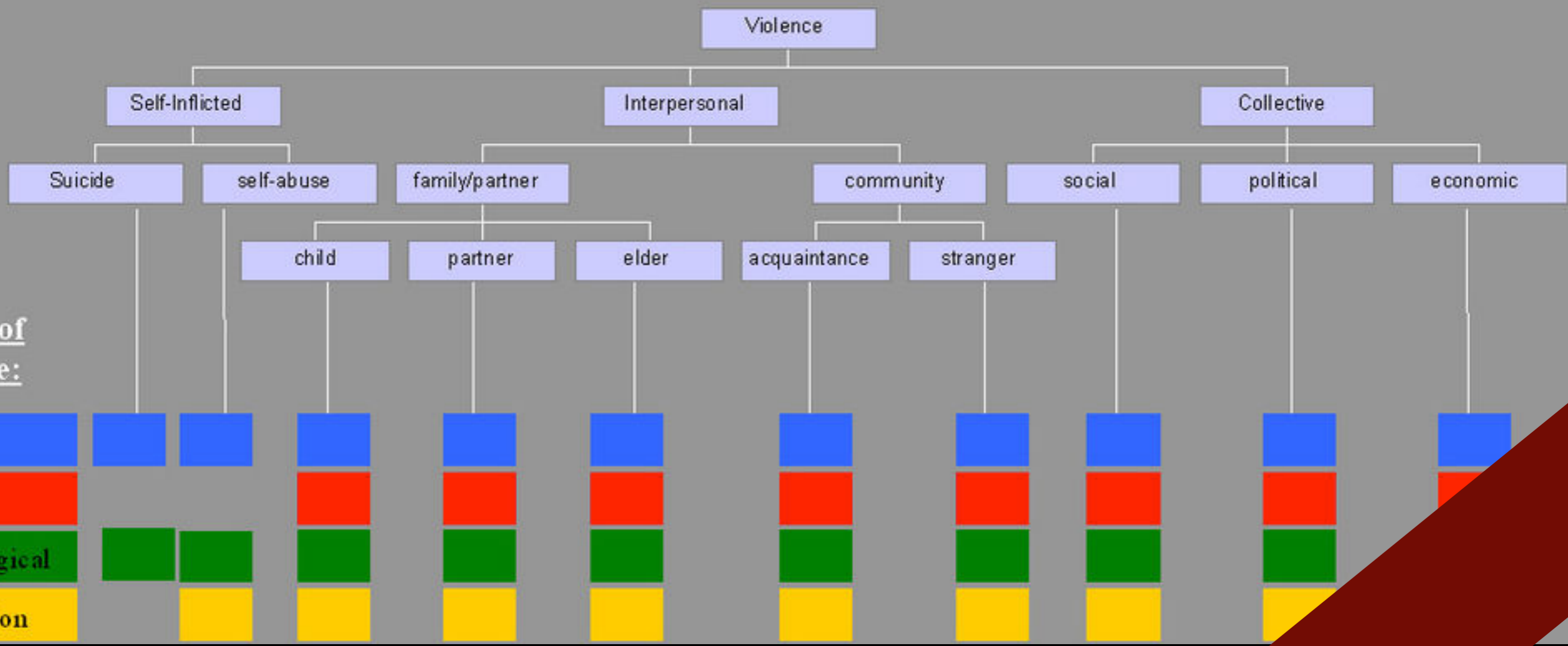
The Idea

Not so tree
hug-ish anymore!

Everyone has
the capacity for
compassion!

We resort to **violence**
when we do not recognize
a more **effective strategy**

Violence is learned
through culture



WTF

All behavior stems from
attempts to **meet**
universal human **needs**

Restorative partnership

VS.

**Retributive, fear based
domination**

Some basic
assumptions of NVC

1. All Humans share
the same **basic needs**

2. The World has
sufficient resources to
fulfill those needs

3. All actions are
attempts to meet needs

4. Feelings **point to**
needs met or unmet

5. **Everyone** has the
capacity for **compassion**

6. We **enjoy** giving

7. Human beings **meet**
needs through
interdependent **relationships**

8. Human beings **change**

9. Choice is **internal**

10. The most direct path
to **peace** is through **self-**
connection

Model

1. Observations

Model

1. Observations

2. Feelings

Model

1. Observations

2. Feelings

Model

3. Needs

1. Observations

2. Feelings

Model

3. Needs

4. Honest Request

Example:

You are the team lead.

Someone in fucks up the build!

(repeatedly)



4 Choices!

His fault!

My fault!

How do I feel about it?

**What are my needs that are not
addressed in this situation?**

What did/does the person possibly feel in the situation?

What are her needs?

Lets go through the
whole process!

What did we observe?

I CAN SEE YOU

LOUD AND CLEAR

Feelings

curious

tender

afraid

warm

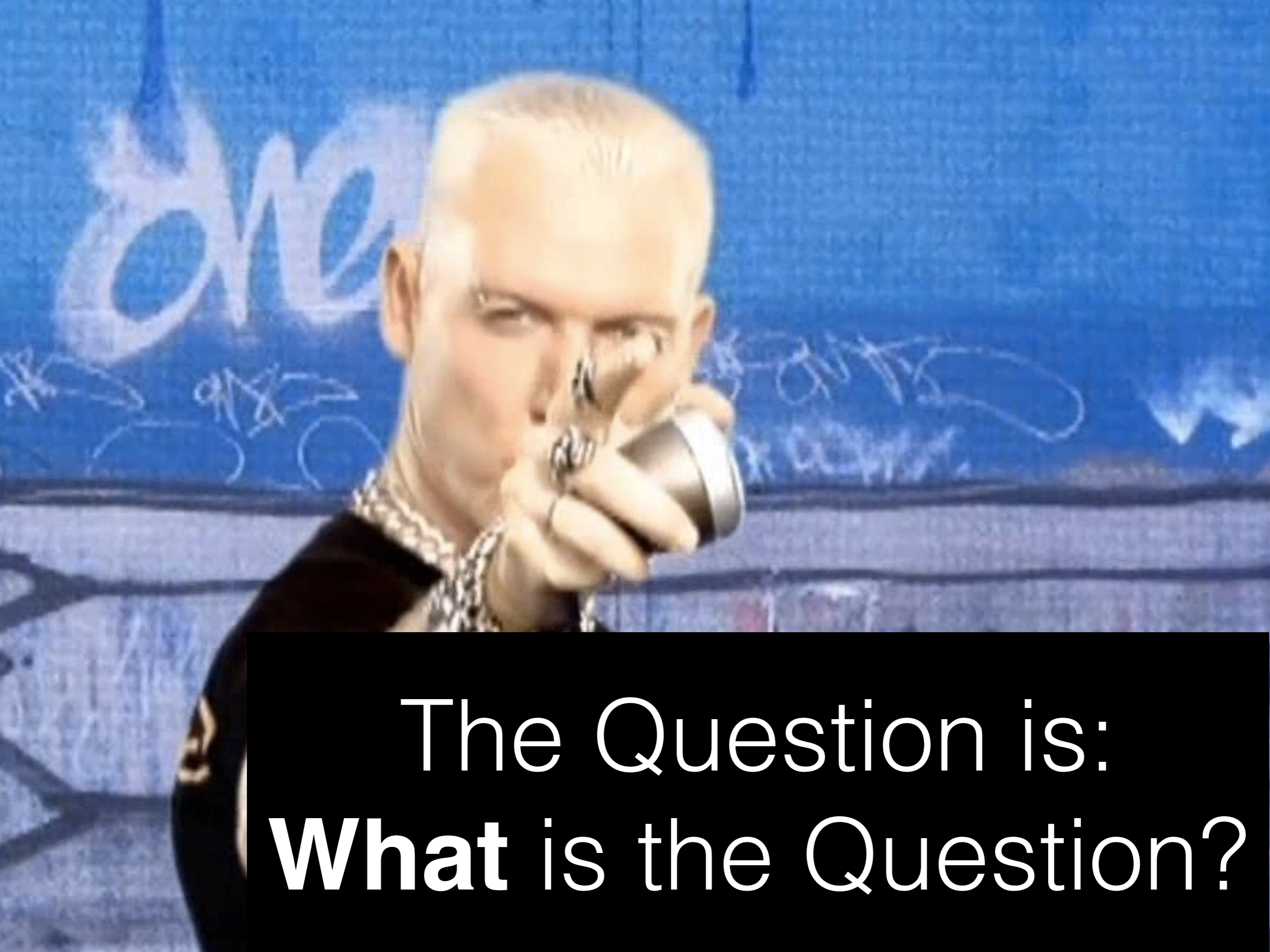
enraged

distracted

incensed

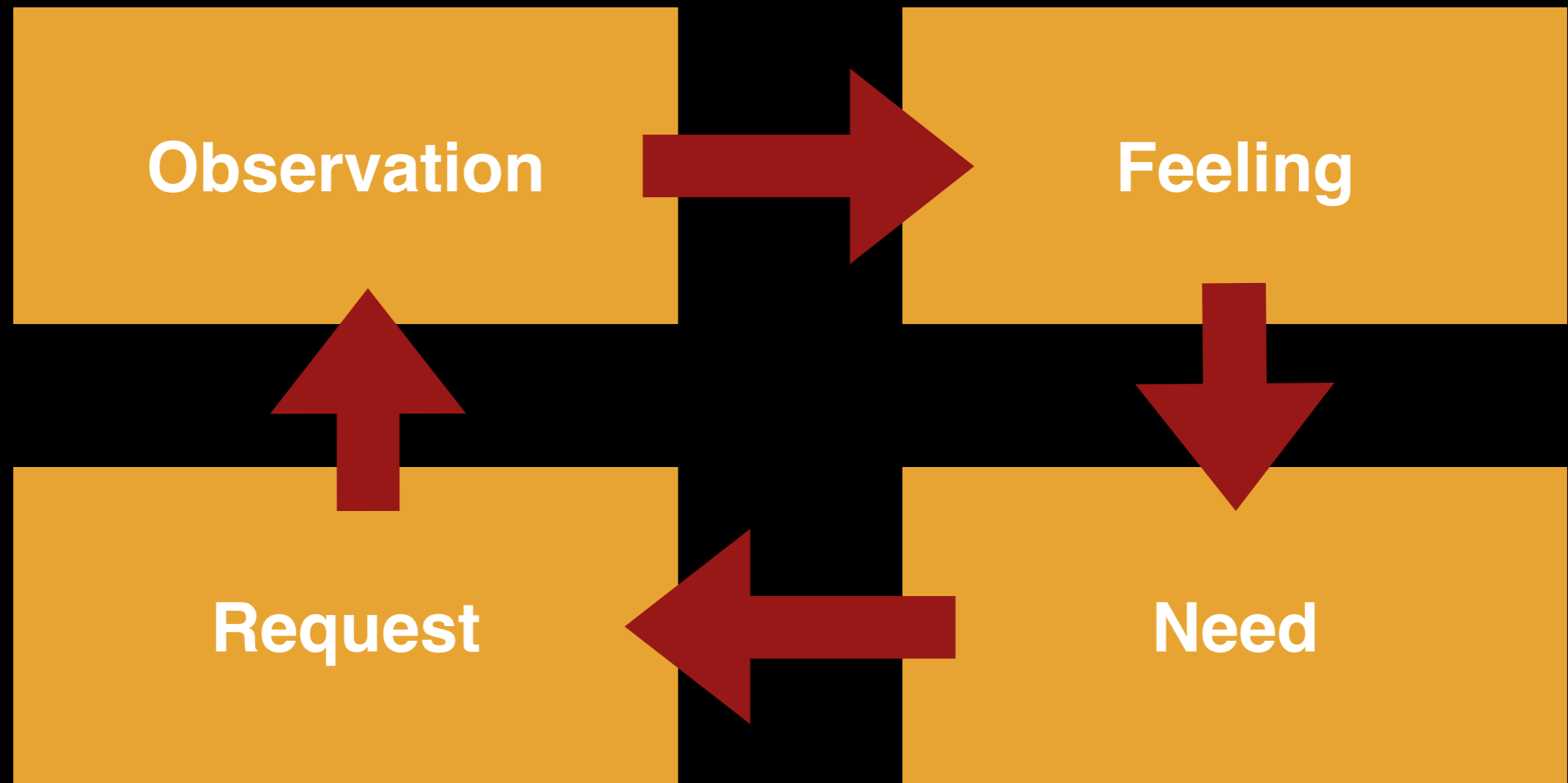
furious





The Question is:
What is the Question?

NVC Process



Conclusions

- Separate Observations from Judgements
- Do you feel it?
- What do you really need?
- Ask honestly (but ask)



**KEEP
LISTENING
AND BE
NON
VIOLENT**

Applications

IRL examples and experiments

The diagram illustrates the NVC Canvas moderation tool, which is organized into three main horizontal sections:

- 3 Options & actions (Top Section):** This section is divided into two large white boxes. Above each box is the word "Request". To the right of each box are three vertical lines labeled "D", "C", and "S".
- 2 Clarify (Middle Section):** This section is divided into five white boxes. From left to right, the boxes are labeled "Needs", "Feeling", "Observations", "Feelings", and "Needs".
- Clues and Impressions (Bottom Section):** This section is divided into two large white boxes. Above each box is the phrase "Clues and Impressions". To the right of each box are four vertical lines labeled "O", "F", "N", and "R".

Vertical labels on the left side of the canvas indicate the sections: "3 Options & actions" for the top section, "2 Clarify" for the middle section, and "Clues and Impressions" for the bottom section.

NVC Canvas

Moderation tool

NVC Retrospective

- Q1: What did you observe?
- Q2: How did you feel?
- Q3: What are your needs?
- Q4: What do you want?



Prepare a performance appraisal

- Ask the 4 question for you and your boss/employee
- Have your notes and have lots of conversation material

When ever you feel
someone is „**wrong**“!

**Thank you for
listening**

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