



Nonviolent Communication

Cultivating empathetic
and effective
relationships at school



The 4 Components of NVC

1. Observation – What happened? (without judgment)
2. Feeling – What am I feeling?
3. Need – What need of mine is or isn't being met?
4. Request – What would I like to happen now?

A black chalkboard with the word "Feedback" written in white cursive chalk. Below the word is a large, horizontal, scribbled-out mark made with white chalk.

Feedback

School Example: Traditional Approach

“Joana, you’re rude! You’re always interrupting!”

Problems:

- Judgment
- Generalization
- Focus on behavior, not the cause

School Example with NVC

“Joana, when you speak while I’m explaining (1), I feel frustrated (2) because I need everyone’s attention (3). Could you wait until I’m done to speak? (4)”

Benefits:

- Clarity
- Mutual respect
- Encourages responsibility without punishment





NVC is not...

- Being “nice” all the time
- Avoiding saying “no”
- Suppressing emotions
- Letting others do whatever they want



It is...

- Expressing yourself honestly
- Listening with empathy
- Caring for relationships without self-neglect



Activity 1: Disguised Judgment

Goal: Recognize hidden judgments

Examples to reframe:

- “Students are lazy.”
- “She’s always causing problems.”
- “The parent never helps.”

Activity 2: Feelings and Needs

Goal: Deepen self-connection

1. Reflect on a difficult situation

2. Identify:

- Observation
- Feeling
- Need





Activity 3: NVC Role-Play in Action

Goal: Practice the 4 NVC steps

Group simulations with real-life scenarios: students, parents, colleagues

Feedback: Was there empathy? Clarity? A viable request?

Activity 4: Empathic Listening

Goal: Listen without judgment or interruption

Person A speaks for 3 minutes, Person B listens silently

Then switch and reflect:

How did it feel to be listened to?



Practical Tools for Everyday Use

Breathe before responding

Use observations: "I noticed that..."

Reframe demands into requests

Practice empathic listening daily





FEEDBACK

What is it?

- Effective communication minimizes the risk of miscommunication and ensures correct message processing.
- We express our opinions to solve problems, make decisions, or accomplish tasks.
- Sharing opinions helps to solve problems, make decisions, or progress in project development.

BASIC CARE

- Examine our motivations and the other person's expectations.
- Be clear and specific. Avoid information overload.
- Use arguments to resolve conflicts.
- Be prepared to receive and request feedback.

ACTIVE LISTENING



Listening to hear
vs
Listening to respond



RELEVANCE

GUT

GOOD **U**SEFUL **T**RUE

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MODELS

SBI - Situation-Behavior-Impact



SBI Model, **Situation**-Behavior-Impact

What is it?: Describe the context or situation in which the behavior occurred.

How to use it?: Provide details about when and where the behavior happened so the person clearly understands the scenario.

Example:

"In yesterday's team meeting, during your project presentation..."



BEHAVIOR

SBI Model, Situation-**Behavior**- Impact

What is it?: Describe the specific, observable behavior of the person.

How to use it?: Be objective and avoid judgments. Focus on what was done and how it was done, rather than interpreting intentions or generalizing.

Example

"...you interrupted several times while I was presenting my ideas..."



IMPACT

SBI Model, Situation-Behavior- Impact

What is it?: Explain the impact that the behavior had on you, the team, or the project.

How to use it?: Describe how the behavior affected you, share your feelings and emotions. This helps the person understand the consequences of their actions.

Example:

"This made me feel that you don't give credit to what I say."

SBI Model, Situation-Behavior- Impact

Complete Example

"In yesterday's team meeting, during the project presentation, you interrupted several times while I was presenting my ideas. This made me feel that you don't give credit to what I say."

SBI Model, Situation-Behavior- Impact

Benefits

Clarity:

Helps provide specific and clear feedback.

Objectivity:

Focuses on observable behaviors rather than personal traits.

Constructive:

Facilitates understanding of the impact of behaviors and promotes positive changes.

MODELS

SANDWICH



WHAT WE LIKED AND WHY

WHAT WE THINK COULD BE IMPROVED

END WITH SOMETHING POSITIVE

ADVANTAGES OF THE SANDWICH TECHNIQUE

PROMOTES A POSITIVE ATMOSPHERE: By starting and ending with positive comments, the sandwich technique helps create a supportive environment, making it easier for the recipient to accept and act upon the feedback.



REDUCES DEFENSIVENESS: Opening with positive feedback before addressing areas for improvement can reduce the recipient's defensiveness, making them more open to constructive criticism.

ENCOURAGES ENGAGEMENT: Positive reinforcement at both ends of the feedback helps keep the conversation constructive and encourages the recipient to engage more actively in the discussion.

ADVANTAGES OF THE SANDWICH TECHNIQUE

BALANCES FEEDBACK: This technique ensures that feedback is not solely focused on negative aspects, providing a balanced perspective that highlights strengths as well as areas for growth.



BUILDS CONFIDENCE: By acknowledging what the recipient does well, the sandwich technique can boost their confidence and motivation, leading to better overall performance.

FACILITATES IMPROVEMENT: Ending with positive feedback helps the recipient leave the conversation on a high note, reinforcing their commitment to making the suggested improvements.

SBI Model, Situation-Behavior-Impact + Sandwich Model

Complete Example

“You always bring great Ideas to our meetings involving everyone.

I just would like to talk to you about something:

In yesterday's team meeting, during the project presentation, you interrupted several times while I was presenting my ideas. This made me feel that you don't give credit to what I say.

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Values

<https://i2insights.org/2022/05/10/schwartz-theory-of-basic-values/>

Mentimeter

<https://www.mentimeter.com/>

Theatre of the Oppressed

<https://imagination.org/media/our-methods/theatre-of-the-oppressed-2/>

<https://www.youtube.com/watch?v=Kilg180Mfkg&t=4s>

Mindfulness

<https://www.youtube.com/watch?v=B-A4CzvHCLE>

https://www.youtube.com/watch?v=GjkwrVi_Lj0

Mediation Programs

<https://www.youtube.com/watch?v=GA7rOGMUTAY>

https://www.giz.de/en/downloads_els/giz-en-peer-mediation-program-guide-for-peer-mediators.pdf

<https://www.irex.org/sites/default/files/node/resource/conflict-resolution-and-peer-mediation-toolkit.pdf>



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<https://www.irex.org/sites/default/files/node/resource/conflict-resolution-and-peer-mediation-toolkit.pdf>