

Tonight, we will introduce the NVC process through a situation most of us have been through. We will then lead you through a guided exercise, and end with a harvest and summary of the evening.

Situation: You and a friend whom you have not seen for a while decided to meet for lunch. You are very much looking forward to it and the day has come. Pretend now you got to the restaurant, got a table for two, and you are waiting. Time is passing and you are fidgeting because your friend is now 20 minutes. Share with me what you are thinking right now.

She is pretty inconsiderate! The least she can do is give me a call. It isn't like her to be late. I hope she is OK. I messed up here. Maybe we agreed to a different time and place.

It is interesting how there are different reactions to the same situation. And what would you be longing for in this moment?

She gives me a call → care and consideration

Want to know she is OK → reassurance

Want to know I didn't mess up → trust, capable

What do you call these things on the right of the arrow?

Values, emotional needs.

In Nonviolent Communication, these are known as universal human needs. They are universal because everyone has an idea what the experience of consideration is. It might be a little different for you and me, but we all do have a sense of what it is.

Every action or word said is to meet one or more universal human needs. There are more and here is a sheet containing a small subset.

NVC Process consists of four elements:

Observations: concrete actions that affect our well-being

Feelings: How we feel in relation to what we observe

Needs: That create our feelings

Request: Concrete actions to enrich our lives

When we have a reaction to what is said to us, we can move between the above four elements to bring us back to center. From here, our response will be easier to hear versus the immediate response based on the reaction.

Guided Exercise

Please find a partner to work with and decide one of you be A and the other one is B.

For A, please describe an interaction with your child you did not enjoy. For B, please listen to A's situation and try to guess the need behind what A is saying. You will have about five minutes and then we will switch.

Now, for B, please describe a situation with your child you did not enjoy. For A, please listen to B's situation and try to guess the need behind what B is say. Again, you will have five minutes and we will come back together as a group.

Now, let's go back to A's situation, and both of you try to guess the needs of A's child. You will have about five minutes and then we will switch.

Now, let's go back to B's situation, and both of you try to guess the needs of B's child. You will have about five minutes and we will come back together as a group.

Please come back to read notes of the Q&A section.

Thank you so much for coming and giving us this opportunity for us to share our passion with you. Please leave us your email address if you are interested in a four week parenting class starting right after Spring break. Lastly, we and another Mom in Seattle, Marcia, are launching a parent support line. Again, if you leave us your email address, we will let you know when it goes live.

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