



NVC Resolutions

"I believe the techniques of NVC can literally change the world."

- Jack Canfield, *Chicken Soup for the Soul* series

Workshop Style

Interactive & practical
Respecting Confidentiality
Challenging
Supportive
Fun

Comments from Previous Participants:

"The structure and content were both excellent – we fitted in a lot of theoretical & practical information / exercises to achieve a real solid result. Delivery of the whole package was great. Thanks a lot!" – V Edwards

"This was a really enriching training programme. I was made to feel very comfortable and safe by the facilitators and the great group of co-trainees. Thank you – very inspiring!" – F Brooks.

"Probably the best training (the most useful) I've attended in the past 10 years." – S Warwick.

About the Trainer

Daren De Witt is a certified trainer with and representative of the international Centre for Nonviolent Communication (www.cnvc.org). He has been sharing NVC with others since 2000.

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NVC Foundation Training Outline

Day One

On day one we present most of the core concepts and processes of NVC. Understanding of these is facilitated through brief exercises. Topics covered:

The Intention Of Communication

- ◆ Understanding the role of intention in communication and in NVC
- ◆ Exploring common intentions when communicating, their origins and results

Experiencing Empathic Presence

- ◆ Experiencing the quality of empathic presence in listening

Reflective Listening

- ◆ How to deepen someone's sense of being heard through empathic mirroring

The Core Of Communication – Essential Needs

- ◆ Understanding the role of needs in communication and action
 - ◆ Exploring 10 essential areas of human need

The Place Of Emotions In Communication

- ◆ Understanding common miscommunications of feelings
- ◆ Clarifying how and when to accurately convey or connect with core emotions

Language That Disconnects

- ◆ 7 types of communication that antagonise or stimulate resistance
 - ◆ The origins and outcomes of disconnecting language

Four Ways We Can Receive Others In Conflict Situations

- ◆ Two responses that lead to increased conflict
- ◆ Two responses that lead to understanding, trust and resolution of conflict

Communicating Observable Experience

- ◆ Distinguishing between observation and evaluation
- ◆ Exploring how to accurately convey what we are seeing or hearing from others

Formulating Strategies & Communicating Them To Others

- ◆ Distinguishing between needs and strategies, & between requests and demands
 - ◆ How to convey what we want others to do clearly and effectively

Day Two

The focus is on internalising the NVC process through extended practice exercises designed to deepen learning from day one. Topics covered:

Self-Empathy

- ◆ Experiencing the power of NVC to clarify and work through our own issues / concerns.

Empathising With Others

- ◆ Where to focus our attention when listening to others
- ◆ Supporting others to understand and move through their issues more effectively

NVC Conflict Negotiation Skills

- ◆ 5 essential steps for transforming hostility into collaboration
 - ◆ Finding mutually beneficial strategies and solutions

Course Evaluation & Closure

- ◆ Looking at how participants can take their learning forward