



"No matter what issue you're facing, NVC will set you up to win every time"  
- Anthony Robbins,  
*Awaken the Giant Within and Unlimited Power*

"NVC is a powerful tool for peace and partnership, urgently needed for a less violent, more caring world."  
- Raine Eisler,  
*The Power of Partnership*

"I believe the techniques of NVC can literally change the world."  
- Jack Canfield,  
*Chicken Soup for the Soul series*

## Core Communication Skills using NVC

### A One-day Training for Organisations

#### Course Aims

##### Participants will be able to understand:

1. The core motivation behind anything that anyone says or does.
2. The forms of communication that antagonise others or provoke resistance from them.
3. The essential principles of emotional intelligence.
4. How to listen to another person and demonstrate to that person that they have been heard.
4. How to express themselves in ways that are both assertive and respectful of others.

#### Course Objectives

##### By the end of the workshop participants will be able to identify:

1. 20 key areas of human need and how they impact on people's everyday behaviour.
2. 7 forms of communication that antagonise others or provoke resistance from them.
3. 4 common miscommunications of feelings and be able to accurately articulate a range of core feelings.

##### They will also have practiced:

4. Empathising with and acknowledging the feelings and needs of another person.
5. Expressing themselves clearly, respectfully and assertively using observations, feelings, needs and specific requests.
6. Talking through a challenging situation with another person to reach a mutually acceptable outcome.

Clear communication is the basis of harmonious and productive work relationships between staff and with clients. This one-day course is designed to equip members of your organisation with essential communication skills that will enable them to communicate themselves clearly, respectfully and assertively to others, and also understand and empathise with others more effectively.

This course also serves as a precursor to our one day course on conflict resolution. If you wish to discuss the possibility of delivering these two courses together in a shorter format, please contact Daren at NVC Resolutions.

The principles taught here are the foundation skills of the internationally renowned communication and conflict resolution process, Nonviolent Communication (NVC), which is currently being taught to people from all walks of life in more than 95 countries worldwide.

For the programme outline see the next page.

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## Core Communication Skills using NVC

### Programme Outline

#### The Intention Of Communication

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

#### Reflective Listening Essentials

- ◆ How to let someone know they have been heard through reflective listening
  - ◆ Essential skills of reflective listening / empathic mirroring

#### Language That Disconnects

- ◆ 7 types of communication that antagonise or stimulate resistance
  - ◆ The origins and outcomes of disconnecting language
- ◆ Understanding when judgement is valuable and when it is harmful

#### The Core Of Communication – Essential Needs

- ◆ Understanding the role of needs in communication and action
- ◆ Exploring 20 essential areas of human need in the workplace
- ◆ Experiencing the power of need to communicate and connect with others

#### The Place Of Emotions In Communication

- ◆ When it is valuable to focus on emotions during interactions
  - ◆ Understanding common miscommunications of feelings
- ◆ Clarifying how to accurately convey or connect with core emotions

#### Communicating Observable Experience

- ◆ Distinguishing between observation and evaluation
- ◆ Exploring how to accurately convey what we are seeing or hearing from others in a way that is respectful and minimises resistance

#### Formulating Strategies & Communicating Them To Others

- ◆ Distinguishing between needs and strategies, & between requests and demands
  - ◆ How to be clear about what we want from others in the workplace
  - ◆ How to convey what we want to others assertively and effectively

#### Empathising With Others

- ◆ When it's not enough to say, "I understand!"
- ◆ Where to focus our attention when listening to others
- ◆ Supporting others to understand and move through their issues more effectively

#### Core Conflict Negotiation Skills

- ◆ Expressing ourselves clearly and cleanly
- ◆ 5 essential steps for transforming conflict into collaboration
  - ◆ Finding mutually beneficial strategies and solutions

#### Course Evaluation & Closure

#### Further information

If you would like to discuss the possible delivery of this course to people in your organisation, please contact Daren De Witt at NVC Resolutions

#### Who is this course suitable for?

Directors  
Managers  
Middle Managers  
Teams  
Staff members

We can also adapt this training for clients and service users.

#### Workshop Style

Interactive using examples from participants work situations.

Respecting Confidentiality  
Challenging  
Supportive  
Fun

#### About the Trainer

Daren De Witt is a qualified trainer with, and senior representative of, the international Centre for Nonviolent Communication ([www.cnvc.org](http://www.cnvc.org)).

Daren has been facilitating NVC courses for organisations and the general public since 2000.

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