



Women's empowerment against sexist harassment in public space  
Project N° 2022-1-LT01-KA220-ADU-000086398






# Empathy




Non-violent communication at the  
workplace





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Let's  
meet!





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Developed by American psychologist Marshall Rosenberg, non-violent communication goes beyond peaceful interaction. It's a way of connecting with others, leading compassionately, and acting empathetically.





# Introduction

**Nonviolent Communication** (also known as NVC or compassionate communication) is a method of communicating created by psychologist Marshall Rosenberg based on universal human feelings and needs. The purpose of NVC is to create empathy and to promote cooperative solutions that meet peoples' needs. The word "nonviolent" was inspired by the nonviolent peace activism movement.



# Non-violent communication



NVC can be used to develop deeper relationships with others, resolve conflicts, and create more meaningful connections. It can also be used to improve communication within an organization or in a family setting. We can better understand our own needs and those of others, allowing us to express ourselves more clearly and listen more deeply.

In the workplace context, NVC aims to create an environment where employees can express their needs, concerns, and feelings openly while also listening empathetically to others.



# Empathy and Non-violent communication

## The power of EMPATHY

Empathy helps to promote deep connections, open conversations, and healing. It prevents potential misunderstandings, conflict, and violence.



## What is NVC?

NVC is a way of thinking and communicating with compassion, to help us connect deeply with ourselves and with one another. It allows us to find solutions to fully satisfy all parties' needs.



# NVC communication styles



Rosenberg uses two animals with completely different personalities to give a better explanation of NVC:

**The giraffe** (heart, compassion, benevolence) represents the person who masters the art of nonviolent communication.

**The jackal** (judgment, criticism, aggression) symbolizes "ordinary" violence, often encountered in communication situations.

The idea is to move from the "jackal" to the "giraffe" communication style.



# Giraffe vs Jackal communication style



- Symbolizes language of the heart or life;
- Compassionate communication style;
- Listens with empathy and understanding;
- Expresses feelings and needs without blame;
- Makes clear, non-demanding requests;
- Prioritizes connection and collaboration;
- Seeks mutual solutions for all involved;
- Operates from an abundance mindset;
- Uses language promoting compassion.

- Symbolizes life-disconnected communication;
- Confrontational communication style;
- Often reacts with judgements or criticism;
- Makes demands or manipulates;
- Focuses on being right or blaming;
- Sticks to fixed positions;
- Operates from a scarcity mindset;
- Uses language causing defensiveness.





# Perspectives taking in the management process

## Observation

Observe the situation objectively without judging, evaluating, or interpreting it.

## Need

Identify the needs that are at the source of each feeling.

## Feeling

Acknowledge and express how you feel about the situation, both positively and negatively.

## Request

Express your requests clearly, concretely, and positively to meet your needs. It is important to avoid making demands, as the other person may shut down.



# Observation

Observations represent what actually happened. All too often we mix what we observe, with what we interpret about what we observe, and this creates judgments.

- We make **generalizations** such as “so-and-so is always late for meetings”. Always, never, and every time are generalizations. Instead, choose to say: “you were late for the last 3 meetings.”
- We use **adjectives** like “you are being stubborn.” Instead, reflect on what makes you think that the person is being stubborn as there may be an observation to uncover.
- We **confuse feelings with pseudo-feelings**: feelings that are not feelings but words that reflect your thoughts, for example “He disrespected me.”
- We **assess the situation**, ignoring someone else’s perspective: “this project is going to fail.”

# Feelings



Feelings are essential elements of NVC at the workplace, contributing to a culture of empathy, understanding, and collaboration. By recognizing and respecting each other's feelings, employees can foster a positive and supportive work environment, where individuals feel valued, heard, and empowered to communicate openly and honestly.

# Needs

Needs are essential components of NVC at the workplace, providing a framework for understanding, empathy, and collaboration. By recognizing and respecting each other's needs, employees can create a supportive and inclusive work environment where individuals feel valued, heard, and empowered to contribute their best.

# Requests

In NVC are made with respect and consideration for the autonomy and dignity of others. Instead of demanding or coercing compliance, individuals make requests in a non-coercive and non-manipulative manner, allowing others the freedom to choose whether or not to fulfill the request.

# NVC framework

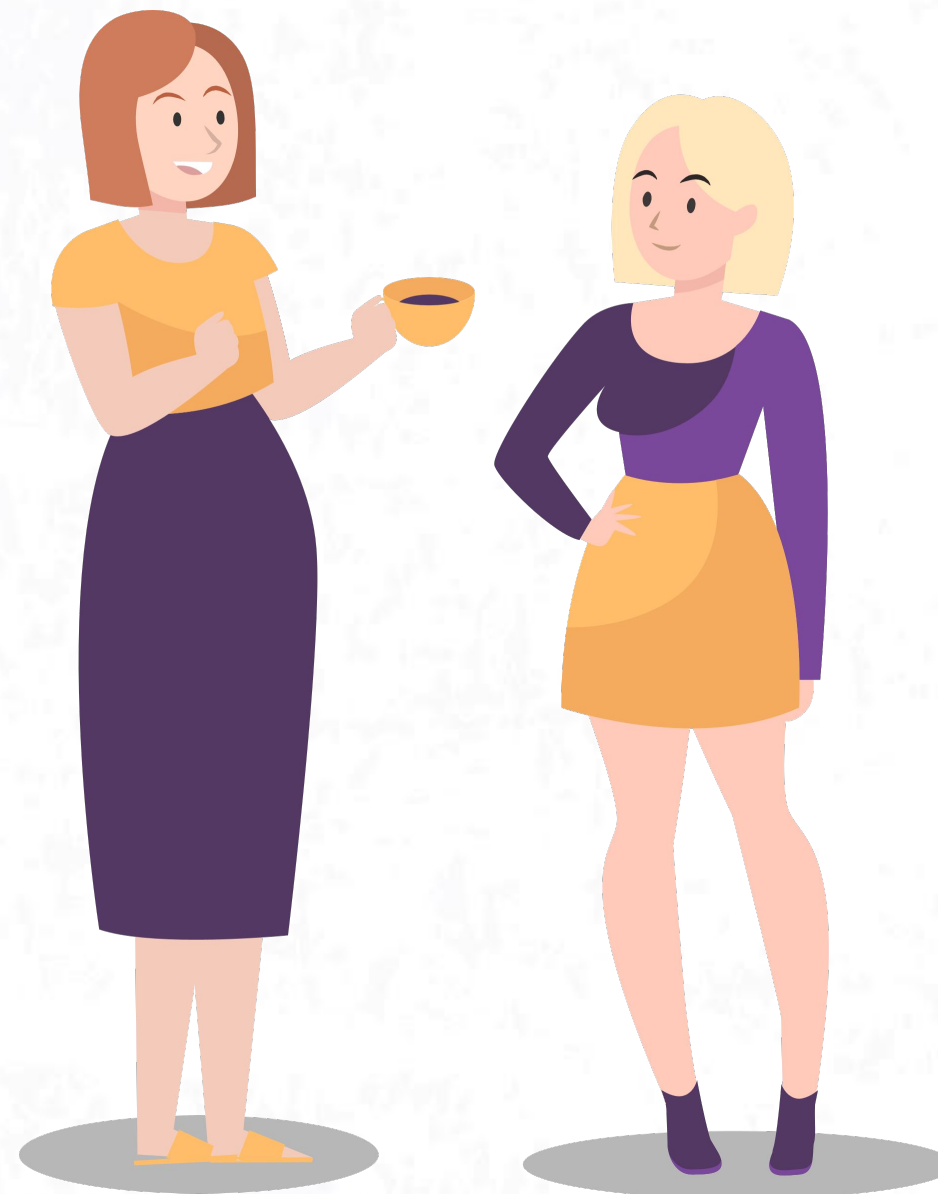
The basic outline of the model is the following:

1. When I see that \_\_\_\_\_
2. I feel \_\_\_\_\_
3. because my need for \_\_\_\_\_ is/is not met.
4. Would you be willing to \_\_\_\_\_?

# Benefits of using Nonviolent Communication at work



- NVC helps in dealing with divergent opinions in a more productive way.
- NVC helps when offering constructive feedback.
- NVC helps to promote a collaborative environment.
- NVC helps in feeling heard.



- NVC helps to better leadership: leaders who practice NVC can create a positive work culture.
- NVC helps to improve decision making, can lead to more successful decisions.
- NVC helps in increasing efficiency: clear, direct communication can help avoid misunderstandings and rework.

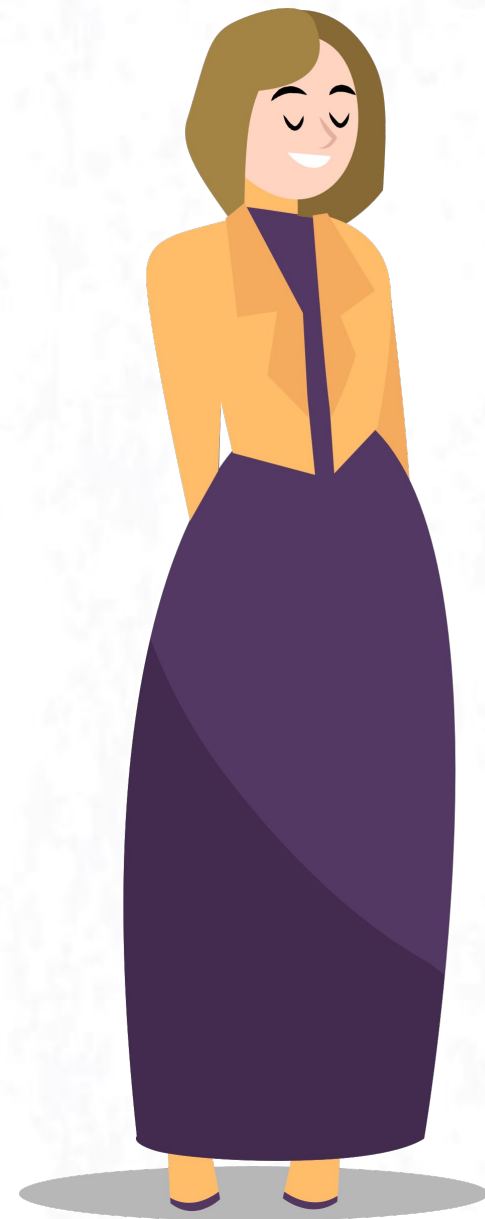


# Conclusions



- 01 NVC helps to improve Communication and Productivity in the Workplace
- 02 Use NVC to Handle Difficult Conversations at Work
- 03 Improve Workplace Culture and Communication





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