

If "violent" means acting in ways that result in hurt or harm, then much of how we communicate could indeed be called "violent" communication.

# *Nonviolent* **COMMUNICATION**

A Language of Life



3rd Edition

Words and the way we think matters.  
Find common ground with anyone, anywhere,  
at any time, both personally and professionally.

**MARSHALL B. ROSENBERG, PhD**

Foreword by **Deepak Chopra**

Endorsed by **Satya Nadella, Arun Gandhi, Tony Robbins,**  
**Marianne Williamson, John Gray, Jack Canfield, Dr. Thomas Gordon, and others**

## HEART INTELLIGENCE

Connecting with the Heart's Intuitive Guidance  
for Effective Choices and Solutions

Experience how to:

- Prevent and reduce stress, anxiety and overwhelm
- Create deeper harmonious relationships through compassionate care
- Generate hope and confidence

**Doc Childre, Howard Martin,**  
**Deborah Rozman and Rollin McCraty**

AFFIRMATION



- *I always have everything I need to enjoy my life here and now.*
- Put palms together in front of the heart to express gratitude and bow the head slightly.
- Sound the bell [to remember gratitude]

# NVC MODEL

# FOUR STEPS OF NVC MODEL

1. Observation
2. Feeling
3. Need
4. Request



# FOUR STEPS OF NVC MODEL

- Observation

An observation describes what we are seeing, hearing or touching that is specific to time and context and is free of judgment, criticism or other types of analyses.

- Feeling

A feeling describes our emotional and physical state. It is the result of perceiving a need as met or unmet; it is not the result of an event or action.

# FOUR STEPS OF NVC MODEL

## Need

A need is something we require to sustain and enrich life.

We can satisfy our own needs by accessing our inner resources. We can also meet our needs and those of others through strategies.

Needs are universal and do not refer to a specific person or thing.

# FOUR STEPS OF NVC MODEL

- Request

A request is clear, positive, concrete words that request clarity, connection or an action.

If you cannot hear yourself say “no” to your request, then it is probably a demand, not a request. . . .





**Om, Shanti**