

NonViolent Communication for Health Professionals

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NVC for health professionals (2)

- Why Nonviolent Communication ?
- Language patterns and violence
- The basics of NVC
- Practicing NVC
- Increasing our power *with* and Developing partnership with NVC

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Why do we need « NonViolent Communication » ?

- We have been trained to think and communicate in a life alienating way, source of violence toward ourselves and others
- This life alienating language gets in the way of effective cooperation and satisfaction
- Increasing violence on the planet
- High level of suicide and burn out among health care workers → staff shortage
- Need to create a more supportive, healing environment in workplaces, such as for patients and staff

Language patterns (1)

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| <ul style="list-style-type: none"> • Domination type - life alienating <ul style="list-style-type: none"> – Judging, blaming, labelling, criticizing others /or self – Obligations, demands : « have to, should, must » – Reward and punishment « deserve » – Denial of responsibility « I have no choice, it's the law... » – Wanting to be right | <ul style="list-style-type: none"> • Partnership type - Life serving <ul style="list-style-type: none"> – Expressing what is alive in us (feelings and needs), in relation with facts – Making clear requests – Taking responsibility for our choices – Focusing on the connection, with the intention that everybody's need get met |
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Language patterns (2)- characteristics and consequences

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| <ul style="list-style-type: none"> • Domination type <ul style="list-style-type: none"> – Power over – Individuals serve the system – Focus on extrinsic motivation (rewards, punishments) – Based on fear – Competition – Search for approval Low self esteem – Victim mentality | <ul style="list-style-type: none"> • Partnership type <ul style="list-style-type: none"> – Power with – The system serve the individuals – Focus on intrinsic motivation (needs, and enjoying serving life) – Based on trust – Cooperation – Self recognition – Self acceptance – Personal responsibility for feelings and actions |
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NonViolent Communication (NVC) - Marshall B. Rosenberg

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| <ul style="list-style-type: none"> • <u>Paradigm shifts</u> : <ul style="list-style-type: none"> – from domination type language and mentality to partnership – from extrinsic to intrinsic motivation • <u>Process</u> designed to empower individuals • <u>Intention</u> : <ul style="list-style-type: none"> – the quality of connection rather than the results, – Everyone's needs get met : « win win » | <ul style="list-style-type: none"> • <u>3 levels</u> <ul style="list-style-type: none"> – Creating a nonviolent world within ourself – Creating a nonviolent world with others – Creating life serving system → changing the structures and the management |
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NVC - the process

- Expressing clearly what is alive in me
 - Observations
 - What am I reacting to ? without mixing interpretations
 - Feelings
 - Rather than evaluations
 - Needs
 - Requests : what am I wanting back NOW from the person ?
 - Rather than demands
- Listening empathically to what is alive in others
 - What is the person reacting to ? Her observations
 - Her feelings
 - Her needs
 - Her requests

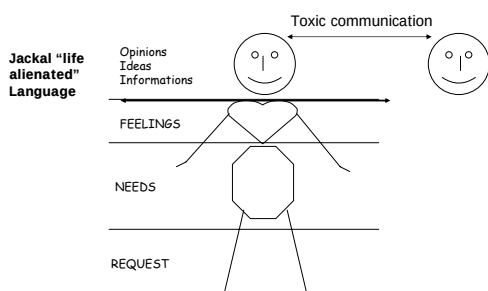
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Expressing what is alive in me 1- claryfying before speaking

- Think of a situation where someone did or said something you did not appreciate
 - Write the stimulus = **the facts**
 -
 - What are you telling yourself ? write **your thoughts, judgments**
 - it is
 - she/he should/shouldn't have.....
 - How are you **feeling** when you think of the person in that way ?
 - Which **needs** of yours are not met by the behaviour of that person ?
 -

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Expressing what is alive in me- 2- opening the dialogue

Remember the intention : to create the quality of connection rather than to convince, to be right, or to win

- When I heard that you sent a letter to the hospital administrator about the lack of information, I felt initially both scared and angry, and now
- I am feeling sad,
- Because I need to feel trust between patients and myself
- Would you be willing to tell me what kept you from asking me directly what you needed ?

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Expressing what is alive in me- 2b- opening the dialogue

- When I (the facts).....
- I feel.....
- Because I need / what is important for me is/.....
- Would you be willing to tell me (*make a clear request, in the present moment, to establish the connection*).....?

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Receiving a message : 4 choices

Jackal ears inward = <u>judging oneself,</u> <u>agreeing with the</u> <u>judgment of the other</u> <u>person</u> → Guilt, shame, depression	Jackal ears outward = <u>judging our interlocutor</u> → ANGER
Giraffe ears inward = self empathy When I hear I feel Then CHOOSING to remain silent or to express with a request	Giraffe ears outward = empathy for the other person « Are you feeling.... Because you are needing ?

Receiving a message from hierarchy after showing emotions in a patient's room« you are too sensitive, you made a wrong choice becoming a MD »	
<u>Judging myself</u> «buying » the judgment of the other on me « Yes, I am too sensitive, he is right, ... →Guilt, shame, depression	<u>Judging my interlocutor</u> « his is rude, insensitive, I do not have a problem, he shouldn't say that → ANGER
<u>Self empathy</u> <i>When I hear that,I feel lonely, sad, because I need understanding and support</i> <u>Then expressing</u> : would you be willing to spend sometime with me discussing how you deal with your own pain ?	<u>Empathy for the other person</u> « Are you worried for me, and needing to warn youg residents like me about the necessity to protect oneself ?

Receiving empathically what is alive in others (1)

- *Empathy requires a quality of presence, being there with the sole intention to connect with what is alive in the other person, and the consciousness that we are receiving a gift*
- *NVC helps us foster this attitude by focusing on the feelings and needs*
 - « Are you feeling.....
 - Because you are needing ?
- *Empathy is mostly silent, however verbally reflecting allows us to check whether we truly understood the other person, and is precious when our interlocutor made himself or herself vulnerable*

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Receiving empathically what is alive in others (2)

- Think of a message that was difficult for you to receive, such as a reproach, a criticism, and write it down

.....

- How could you demonstrate empathy to the person saying or doing what she did
 - « When you say.....
 - Are you meaning that you feel
 - And need.....?

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Empathy IS NOT:

- Moralising
- Pity
- Consolation
- Advising
- Story telling
- Closing the question
- Asking factual questions
- Explaining
- Correcting
- Talking about yourself

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Expressing appreciations

- Lack of recognition is widely reported and causes pain, frustration, and contributes to burn out
- We all crave for appreciation, and need acknowledgment to build and foster self esteem
- Giving oneself appreciation is vital to keep our energy, our morale,
- Exchanging appreciations nurtures and deepens relationships and strengthens team cohesion

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Changing the systems/Developing partnership

- Implies genuine openness to the other party's point of view
- Empathy before education
- 2 important questions to ask oneself
 - What do I want the other person to do differently ?
 - With which motivations would I like this person to agree with my request and change behaviour ?

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