

# Becoming more caring with Nonviolent Communication

Hands-on course of 2 days - 14h

Ref.: CNV - Price 2024: €1 390 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Identify the obstacles to cooperative communication
- Clarify what you're going through
- Express yourself to increase your chances of being heard
- Listen without self-erasure; express yourself without aggression
- Turn disagreements into opportunities for dialog

## TEACHING METHODS

A participatory approach that requires involvement from attendees.

## ROLE-PLAYING

Professional scenarios, based on actual cases contributed by the training attendees.

## THE PROGRAMME

last updated: 07/2021

### 1) Understand the tools of Nonviolent Communication (NVC)

- Identify obstacles to cooperative communication: Judgments, labels, comparisons, interpretations, etc.
- Experience how intention and attention are essential in communication.
- Define Nonviolent Communication.
- Learn the NVC process in 4 steps.
- Turn obstacles into cooperative communication opportunities.

*Exercise* : Role-playing the 4 steps of the NVC process.

### 2) Taking your emotions and needs into account to "speak truth"

- Accommodating your emotions, even in a professional setting.
- Clarifying your needs, and distinguishing them from communication strategies.
- Turning your judgments into feelings and needs.
- Expressing a request: Finding the power to act.

*Role-playing* : Getting to know the NVC process, in concrete cases with or without a subordinate relationship: Meeting, project milestone.

### 3) Creating and reinforcing care in your interpersonal relations

- Developing your presence and assertiveness.
- Mastering empathetic listening to clarify your messages and better understand those of others.
- Experiencing what empathy really is, with yourself (self-empathy) and with the other person.
- Turning the other person's criticism of you into an opportunity for dialog.

*Role-playing* : Practicing empathy and developing trust.

### 4) Strengthening cooperation and being heard

- Strengthening your connection to the other person before requesting that they act.
- Finding the necessary conditions for your request to be heard.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Expressing appreciation and asking for it.

*Role-playing* : Practice with Nonviolent Communication, focusing on intent and attention, in professional situations contributed by participants.

## **DATES**

---

Contact us