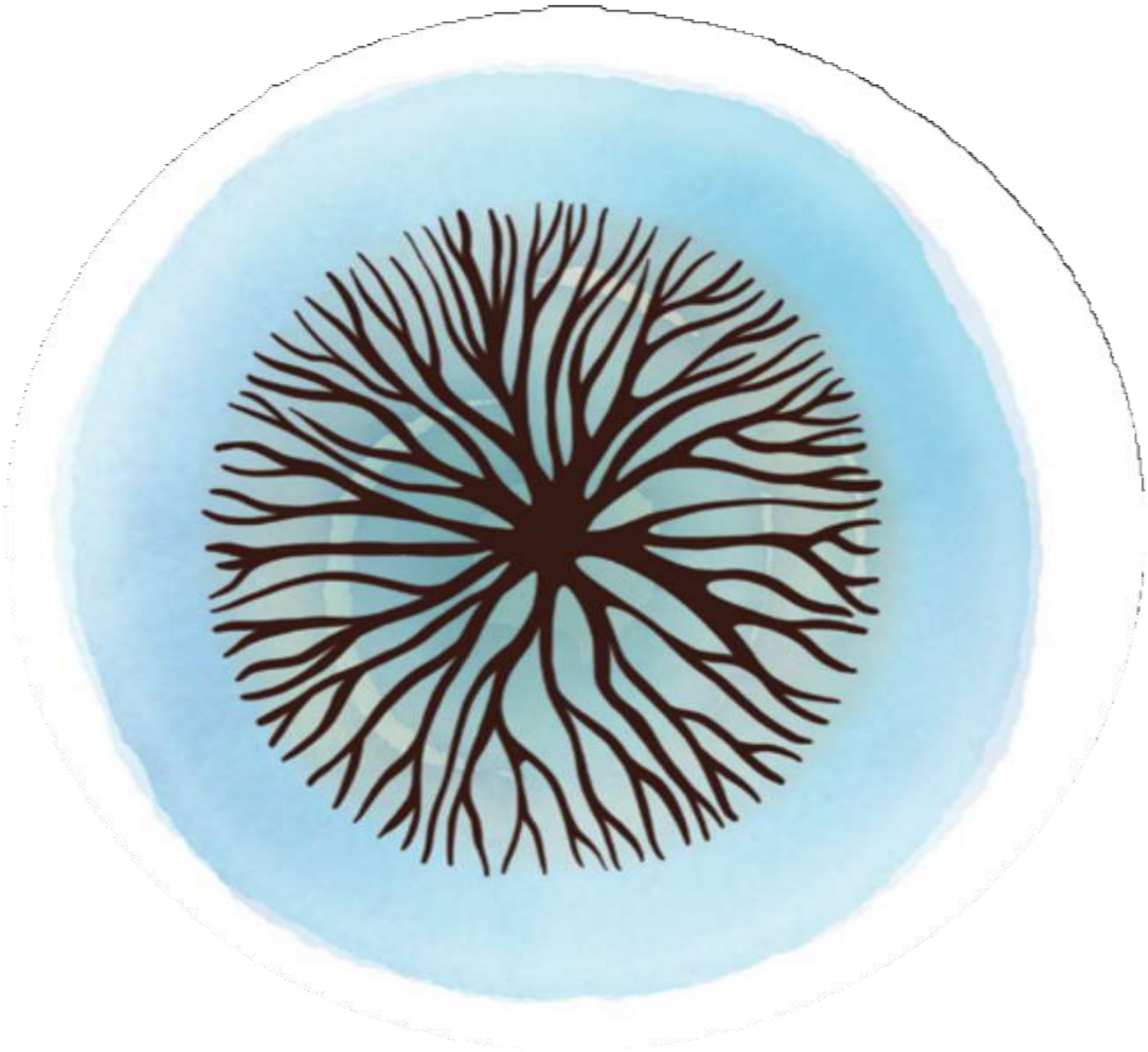


INCLUSIVE LEADERSHIP
COMPASSIONATE COMMUNICATION

Fall 2017

Offered by Raj Gill

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Design and Visual Empathy: www.empathicpathway. com; Mireille van Bremen

Agreement

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HOW WOULD DEVELOPING THIS TYPE Of AGREEMENT 5E HELPfUL IN YOUR WORKPLACE OR HOME7

Nonviolent Communication, also known, as Compassionate Communication developed by Marshall Rosenberg www.cnvc.org is a practical, learnable process based on universal human needs.

This process goes beyond just better communication skills or psych ology.

It exemplifies the value of, mutual respect, responsibility and compassion and optimizes efforts to demonstrate compassion towards others including our-self.

In this session we will focus on the following:

1. **What is my intention when I'm listening?**
2. **Listening to self**
3. **Listening to others**

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The Intention of Nonviolent Communication (NVC) is to develop a Quality of Connection that allows us to first fully under- stand and value each other's needs and then together explore strategies on how to meet both our needs.

Setting an Intention - becoming clear about purpose, motive or aim

1. You're intentions - whether you are specifically aware of them or not - are the basis for your thoughts that impact your words, and actions/behaviors.
2. A powerful intention is positive statement, short, clear and easy to remember. The clearer your intentions, the more easily you can align your thoughts, words, and actions. It helps you keep your conversation on track rather than holding a scri pt.
3. When you speak and act from intention you are able to express yourself clearly using fewer words and your actions are in alignment with your words.
4. Intention is the starting place in your mind, even when you are not aware of the specific words of the intention statement.
5. Intention is the energy that powers all actions; behind every thought and action is an intention.

// We judge ourselves by our intentions and others by their behavior.//

STEVEN COVEY

Intention & Setting an Intention

Intent versus Impact



Be aware of the impact of your words and actions and notice the affect of your words and actions.

It is important to keep in mind that even a well-intentioned strategy may have an undesirable impact.

Sometimes it is important to state your intention before speaking or taking action.

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Practice writing an intention; bring a situation to mind in which you are in conflict with someone.

Write down your intention : a short , clear , easy to remember positive statement.
(Write what you want, not what you don't want.)
Start by writing:

"I want to _____
Example: "I want to stay connected to my feelings"

"I intend to _____
Example: "listen fully to other people's points of view"

"My intention is to _____
Examp le: "My intention is to accept myself" or "love myself"

"I intend to express myself honestly"

Nonviolent Communication Process

While NVC is much more than a communication model, the components given below provides a step by step process that leads to effective communication, inspires compassion and collaboration.

There **three parts** to the process of Communication:

1 Self Empathy

how to acknowledge my own feelings and needs.

2 Honesty

how to express myself to others in words.

3 Empathy

how to listen and understand others so they experience being heard and understood.

The **focus** of Compassionate Communication is:

1 Getting clear about what I deeply care about and express it with care.

2 Understanding what others care about and listening & receiving them with respect and care .

3 Learning to become resilient and resourceful when things don't work out.

Speaking & Taking Action with Intention

Every word and every action is a choice behind, which lies an Intention.
Cultivate awareness of Intention because it impacts our words, choices and actions .

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Empathy - Building connection and Understanding others

Empathy is not so much about the words we use it is about the quality of presence.
Make the other person the focus of your attention.

How to practice Empathy - 2 parts

1 Listen without agenda, with your whole being - eyes, ears and heart.

Fully understand the other person's position, feelings, needs and show genuine concern.

2 Reflect back your understanding.

Keep in mind listening and understanding the other person does not imply agreement.

"Empathy is I care about you, not I will take care of you!"

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Potential barriers to empathy

1. **Intellectual understanding of the situation:** To understand only at the thought level and not at the feelings or heart level.
2. **Sympathizing or commiserating:** Talking about your own experience or pity.
3. **Giving advice or trying to fix:** Moving to provide solutions without fully listening to feelings and needs.
4. **Explaining:** Let me tell you why this is happening to you.
5. **Correcti ng:** Offering your own understanding of the situation.
6. **Remember to:** Connect before your Correct. Connect before you direct.
7. **Consoling:** I know you will be OK. You will do well.
8. **Telling a story or one-upping:** Telling about something that happened to you.
9. **Shutting down feelings:** Offering premature reassurance, before the person has had a chance to fully express.
10. **Educating or evaluating:** Remember - Empathy before education.
11. **Interrogating :** Asking questions to satisfy your own curiosity.
12. **Not listening:** Believing you already know what the person is going to say.
13. **Having a strong opinion or a belief** that prevent listening to the other.



Practice - Becoming aware of:

+ Which of these habitual patterns do you find yourself getting caught up in?
+ What needs are met by this behavior?
+ What are you willing to do differently next time you are listening to someone you have difficulty hearing and understanding?

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Self- Empathy

How I perceive events and make sense of them impacts my ability to respond to them.

How I listen to myself - an important tool for Resilience



Self-Empathy
is about being in touch with self both for the purpose of bringing an inner calm and for the purpose of connecting with our own intentions, feelings and needs.

Choosing our actions and responses based on self-connection and self-acceptance.

Self-connection involves, asking your-self the following:

+ What just happened that stimulated an emotional response? - **Present moment awareness**
+ **W.A.I.T.** What am I thinking?/ Why Am I talking?/ What Am I telling - Myself?
+ Make a Clear **Observation** - what are the FACTS (not my story or interpretations)

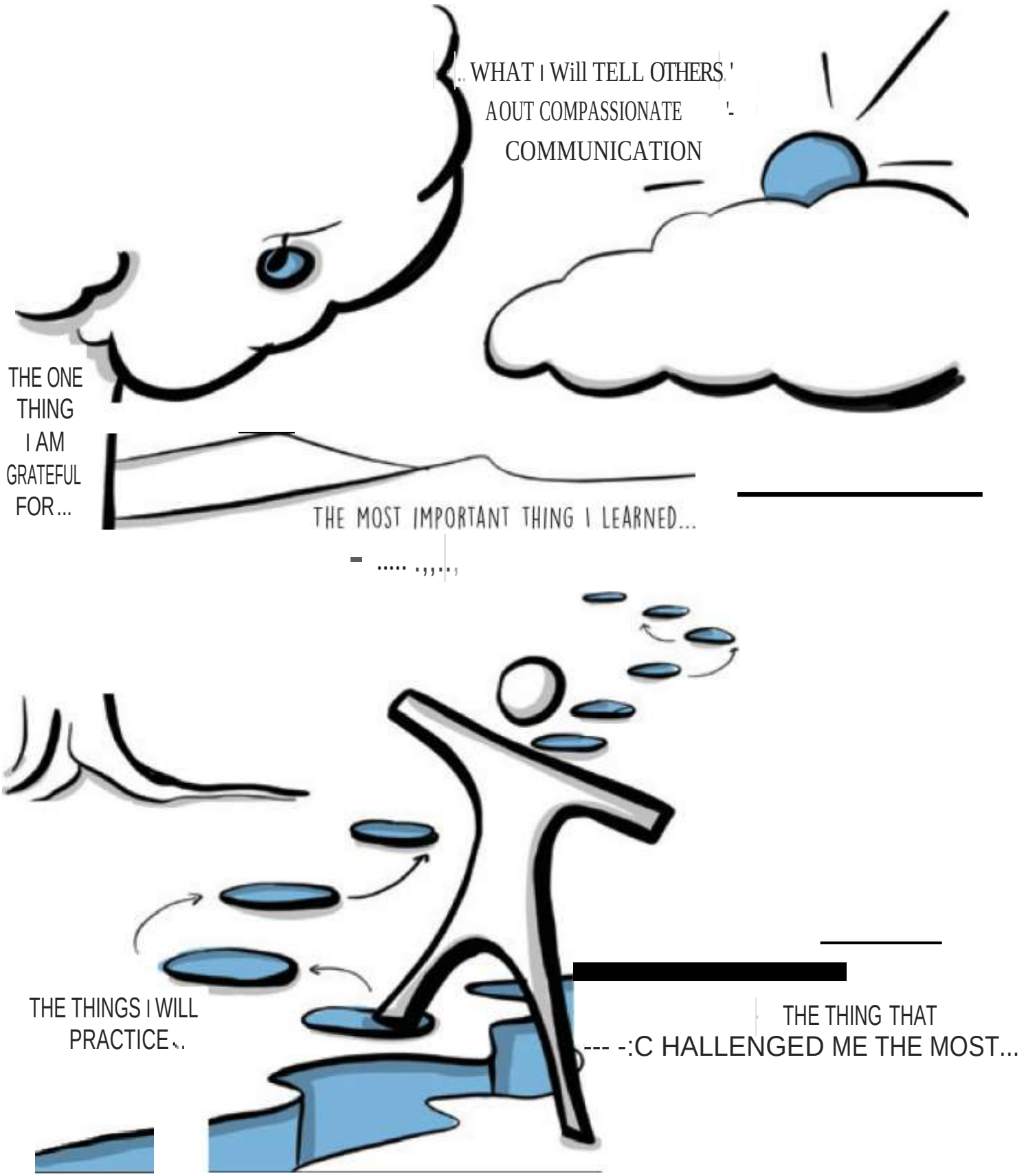
  What feelings am I experiencing in this moment?
+ **PAUSE:** "When the emotion is strong the pause is long."

  What needs are stimulating this feeling?
+ **W-1-N** What's important now? What I need.

  Remember to get to **W-1-N - W-Y-N** - What I need & What You Need
+ What might I like to do in this moment that will contribute to my need? - **Request of Self**
+ What am I hoping to ask someone else to do that might contribute to my needs? - **Request of one other person or a group of people.**

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Reflections Questions



Raj appreciates and acknowledges Mireille van Bremen for the visual empathy and the design of this workbook. www.empathicpathway .com

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