



The Power of No *with NonViolent* *Communication®*

How to become empowered
*when saying **NO***

Adaptability is about being a 'nice dead person'



*Went to a
French school*



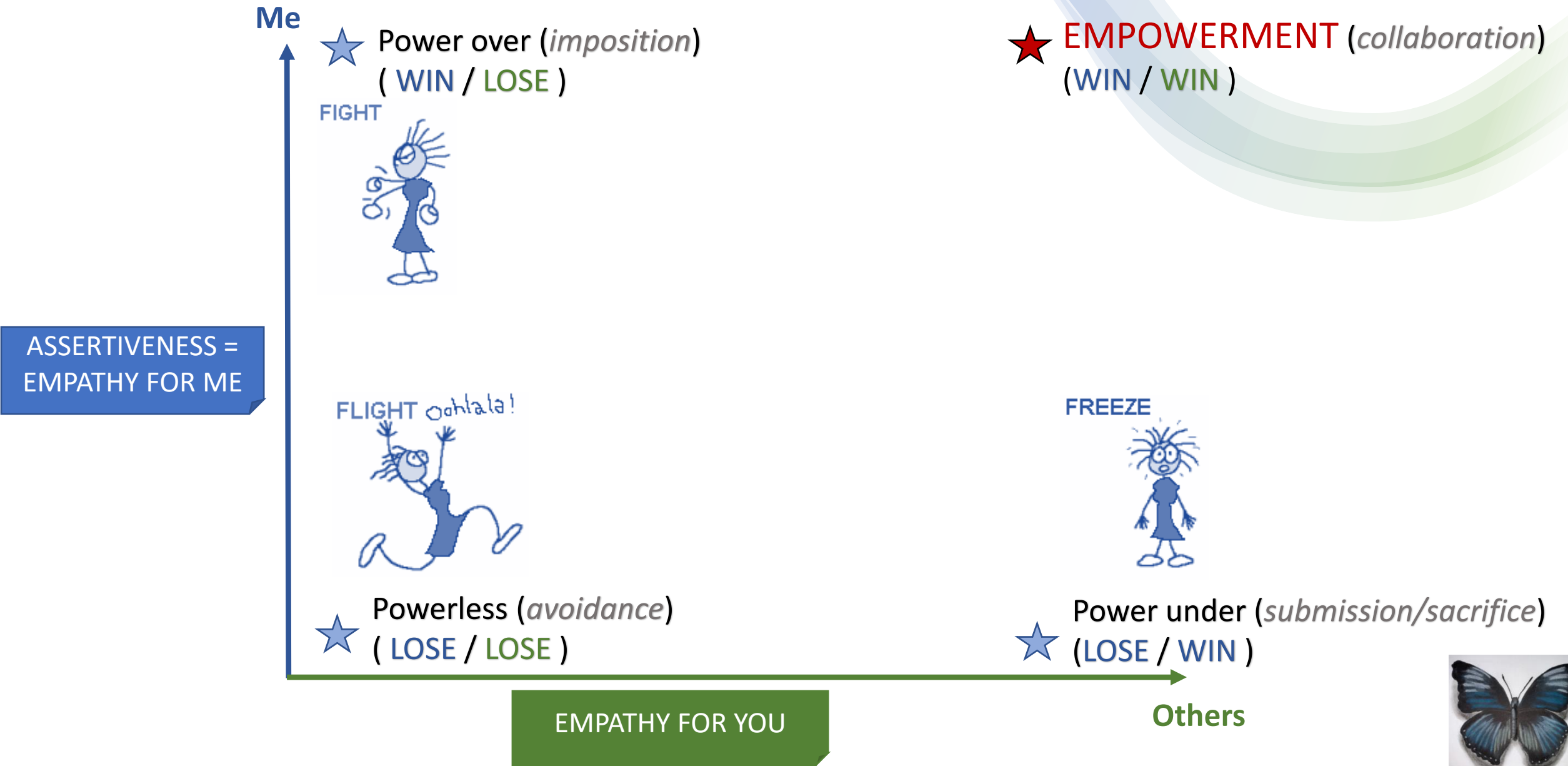
*Of Indian
background*



*Born and
raised in
Kenya*



Empowerment on the outside with NonViolent Communication



Trying to empathize with someone

Your colleague or friend comes up to you and says : « ***I'm fed up. My boss keeps giving me more and more work. The more I do the more he/she gives me. I'm under soooo much stress right now. I'm even losing sleep.*** »

How do you respond ?

- **Giving advice** ('You should do...')
- **Comparing** ('I too am really under stress...')
- **Sympathizing** ('Oh I feel really sad for you' ...)
- **Taking sides** ('It's good you came to me to talk about this'...)
- **Justifying / Explaining** ('It's been very hectic since COVID and all. A lot of people are under stress since'...)
- **Analyzing / questioning** ('How long have you been going through this ? Have you seen a doctor?'...)
- **Distracting** ('Come on, let's go out for a nice dinner this evening, it'll take your mind off work'..)
- **Reassuring** ('Don't worry, it'll be OK'...)
- **Minimizing** ('It may be a phase you're going through'...)
- **Generalizing** ('In our company, everyone seems to be under stress'...)



A taste of empathy ?



Person A will vent / complain about anything (*weather, a colleague, an in-law...*) for 1 min to person B.

Person B will respond to person A trying various of the options given previously (*Giving advice - Comparing - Sympathizing - Taking sides - Justifying / Explaining - Analyzing / Questioning - Distracting – Reassuring - Minimizing - Generalizing*)

After the minute is over, A will say which responses he/she didn't not enjoy hearing.

Switch : Now B vents to C.

Then C vents to A.



What is empathy ?

- Giving advice
- Comparing
- Sympathizing
- Taking sides
- Justifying / Explaining
- Analyzing / Questioning
- Distracting
- Reassuring
- Minimizing
- Generalizing

None of these are Empathy



What is Empathy in NonViolent Communication ?

- ✓ Empathy is a natural ability to connect to another person's humanity
- ✓ Empathy is the gift of sacred presence
- ✓ In NVC, empathy means to connect to feelings and needs



Needs versus Strategies in NVC

Needs

- Universal
- The driving force behind our actions
- Legitimate



Why ?

Strategies

- Ways of fulfilling a need
- Depend on a person, time or action



How ?



Some of our most common needs

Connection

Acceptance
Appreciation
Belonging

Cooperation
Communication
Closeness
Companionship
Compassion
Consideration
Consistency
Empathy

Inclusion
Mutuality
Nurturing
Respect/self-respect
Safety
Security
Stability
Support

To know and be known
To see and be seen
To understand and
be understood
Trust
Warmth

Autonomy

Choice
Freedom
Independence
Space
Spontaneity

Honesty

Authenticity
Integrity
Presence

Peace

Beauty
Communion
Equality
Harmony
Inspiration
Order

Play

Fun
Humor
Joy
Lightness

Meaning

Awareness
Celebration

Challenge
Clarity
Consciousness
Contribution

Creativity
Discovery
Efficacy
Growth
Hope

Purpose
Self-expression
Stimulation
To matter
Understanding

Physical well-being

Air
Food
Movement/exercise
Rest/sleep
Sexual expression
Safety
Shelter
Touch
Water



Tips for Empathizing

- ✓ Stay **SILENT** (same letters as **LISTEN**)
- ✓ **Reformulate** what you heard
- ✓ **Connect** to what the person is feeling and **NEEDING**



A REAL taste of empathy



Person A will vent / complain about the same thing as previously for 1 min to person B.

Person B will respond to person A trying various of the options given previously (*listening in SILENCE, REFORMULATING or guessing the person's feelings / NEEDS*)

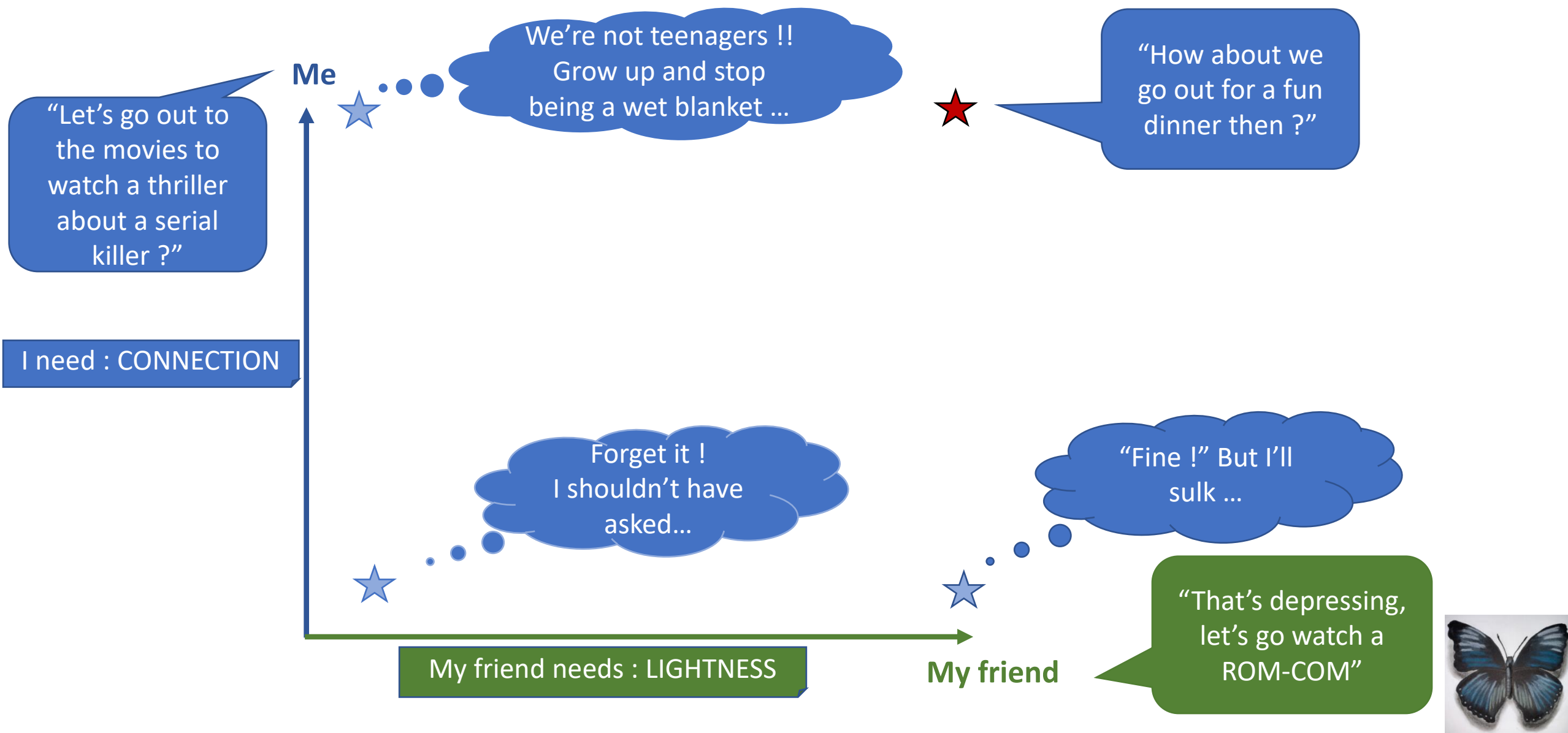
After the minute is over, A will say if A preferred this way of being listened to.

Switch : Now B vents to C.

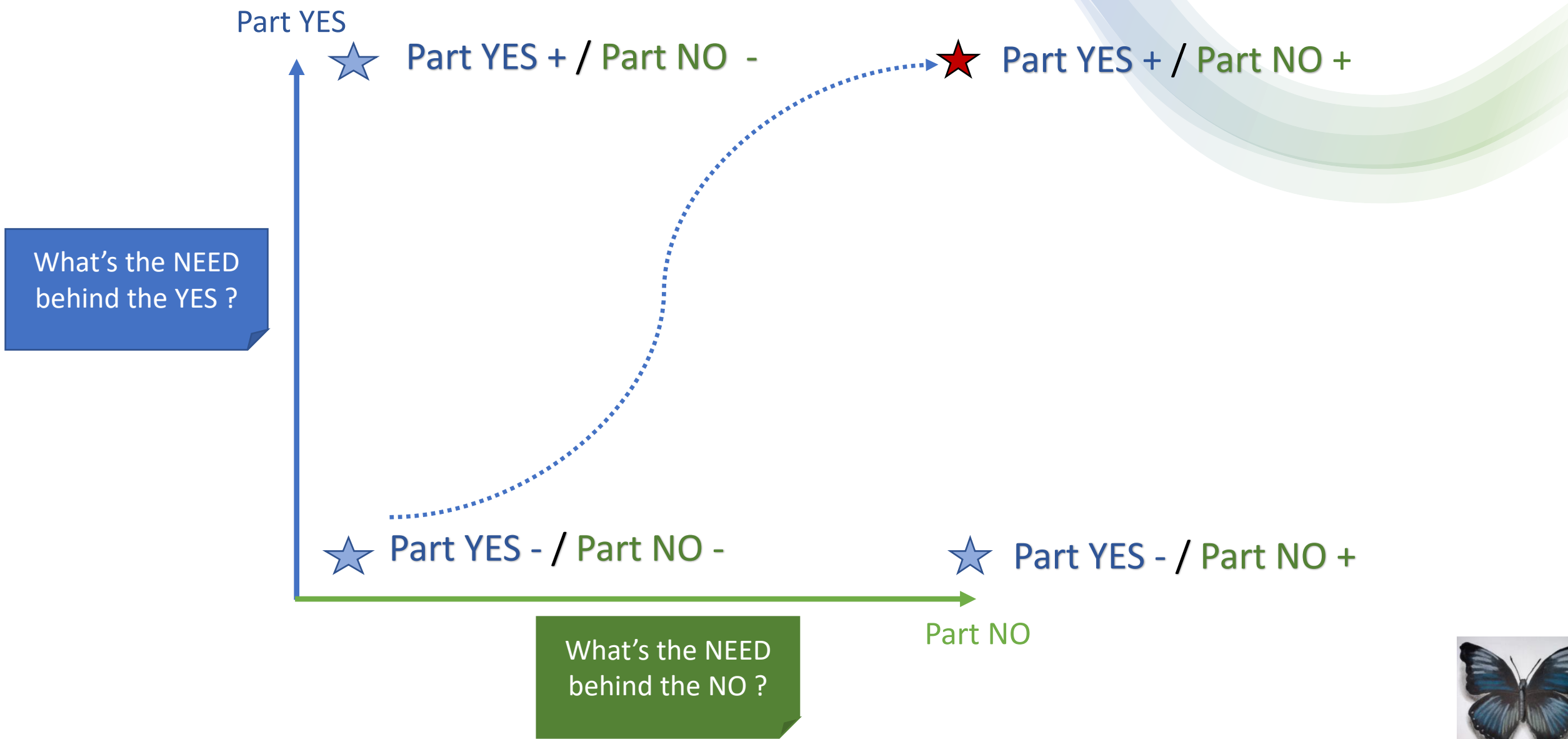
Then C vents to A.



Empowerment on the outside with NonViolent Communication



Empowerment on the inside with NonViolent Communication



Finding answers to our dilemmas



Person A explains his/her dilemma. B listens with empathy to “YES part”, C listens with empathy to “NO part”.

Empathy with YES part:

A represents the part of him/her that wants to say YES (as in my video)

1. B listens and finds the part's needs until the part feels completely understood.
2. Note all the needs in the conversation .
3. A finds the “core” need.

Empathy with NO part :

A represents the part of him/her that wants to say NO (as in my video)

C repeats steps 1 to 3 with NO part.

Finding a win-win strategy:

Repeat core NEED of “YES part” and core NEED of “NO part”.

All three can find a strategy that meets the NEED behind the YES and at the same time the NEED behind the NO.

How do you feel at the end of this exercise ?

** Notice the impact of saying YES when it's not a full YES*

** Look for the "YES behind the NO"*

** You may simply share your dilemma and not have a win-win solution*

** The more you learn to SAY NO, the easier it will be to HEAR NO*

** Practice with someone else first*

** Take time before responding. And if you already have responded, you can always come back.*

*TIPS from
this
workshop*





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