

## **Nonviolent Communication: A Language of Compassion**

Do you know a sustainable method to improve the quality of personal and professional relationships?

Do you believe communication is far beyond verbal and nonverbal communication?

Do you know the method to apply compassion to create a productive culture in the workplace?

### **Introduction**

Nonviolent communications are the lost language of humankind, the language of a person who cares about one another and longs to live in harmony. This program applies different stories to provide everyday solutions to a perplexing communication problem. This workshop has brought these simple yet revolutionary communication skills to tens of thousands of people on five continents. Nonviolent communication helps break patterns of thinking that lead to arguments, anger, and depression that everyone will communicate with mutual respect and understanding. In the workplace, nonviolent communication helps increase goodwill and cooperation with co-workers and customers, create a healthy respect for diversity and difference, develop systems that support compassion—the impact of nonviolent focus on creating ways to meet needs constructively and prevent and peacefully resolve conflicts.

### **Program Objectives**

This program aims to:

- Improve participants communication skills through nonviolent communication
- Create compassion and harmony in the online and offline working environment.

### **Learning Outcomes**

After completing this program, the participant should be able to:

- Mastering people skills through nonviolent communication
- Use Feeling and emotions as a weapon in working
- Apply the “hidden weakness” of the human being into boosting communication among people.

### **Methodology**

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos

### **Who Should Attend?**

Non-executives, Executives, Human resource personnel, Marketing personnel, Financial personnel, Senior Management and anyone who needs to communicate with others.

## Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p><b>The Heart of Nonviolent Communication</b></p> <p>In this module, the participants would learn how to focus attention, the NVC model, and the application of NVC in daily work. Communication could block compassion that includes moralistic judgment, making comparisons, and denials of responsibility.</p>
10:30am– 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p><b>Observing without Evaluating and Requesting that Enrich Life</b></p> <p>The participants would learn the highest form of human intelligence, use positive action language, make requests consciously, ask for a reflection, request honesty, request a group, request versus demand, and define objectives when making requests.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p><b>Our Feeling, Our Business</b></p> <p>In this module, the participants would learn the high cost of unexpressed feelings, feelings versus non-feelings and building a vocabulary for feelings. Then, the participants would learn the method of taking responsibility for their feelings. This covers topics such as hearing a negative message, the needs at the roots of feelings, and the pain of expressing our needs versus the pain of not expressing our needs.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p><b>Empathy as the Powerful Communication Tools</b></p> <p>The participants would learn to appreciate the current situation, listen for feelings and needs, paraphrase, sustain empathy, and handle when pain blocks our ability to empathise. Then, the participants would appreciate the power of empathy in different situations such as rejection, defuse danger, psychological heals and others.</p>
Day Two	
Time	Topics
9:00am – 10:30am	<p><b>Expressing anger fully</b></p> <p>In this module, the participants would learn the distinguishing stimulus from the cause. The participants would appreciate that all anger has a life-serving core. The other topics include the practical implication on stimulus versus cause, steps to express anger, offering</p>

	empathy first.
10:30am– 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p><b>The protective use of force</b></p> <p>This module covers topics such as when the use of force is unavoidable, the thinking behind the use of force, type of punitive force, the costs of punishment, the questions that reveal the limitation of punishment and the protective use of force in the workplace.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p><b>Liberating Ourselves and Consoling Others</b></p> <p>The topics in this module are freeing ourselves from old programming, resolving internal conflicts, dream-killing language, caring for the inner environment and replacing diagnosis with NVC.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p><b>Expressing appreciation in nonviolent communication</b></p> <p>In the last module, the participants would learn the intention behind the appreciation, the three components of appreciation, receiving appreciation, the hunger for appreciation and overcoming the reluctance to express gratitude.</p>