

Session 3 - Conflicts as a means to reinforce a group. Tools to incorporate the emotional/conflict dimension into our groups

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Agenda

- 1. Conflicts: main elements at stake
- 2. Non-violent communication

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➤ **1. Conflicts: main elements at stake**

➤ 2. Non-violent communication

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Principles of Non-violent communication

**All human beings
share the same needs**

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Human beings meet needs through interdependent relationships

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Choice is internal

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Moralistic judgments implying wrongness or badness on the part of people who don't act in harmony with our values. Blame, insults, put-downs, labels, criticisms, and diagnoses are all said to be forms of judgment.



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Making comparisons between people

Denial of responsibility via language that diverts personal responsibility. It is said that we deny responsibility for our actions when we attribute their cause to: vague impersonal forces ("I had to"); our condition, diagnosis, personal or psychological history; the actions of others; the dictates of authority; group pressure; institutional policy, rules, and regulations; gender roles, social roles, or age roles; or uncontrollable impulses.

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Demands that implicitly or explicitly threaten listeners with blame or punishment if they fail to comply.

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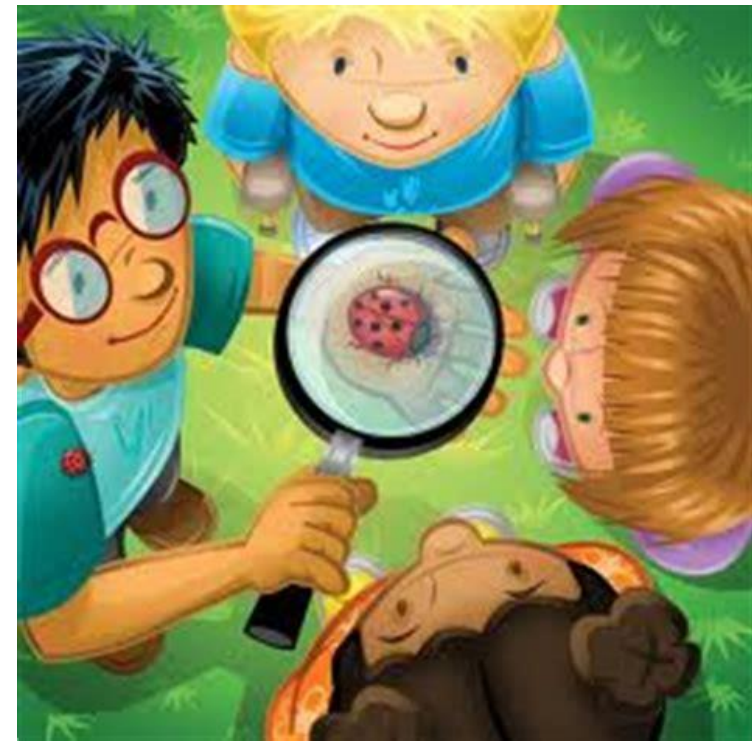
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Steps to practice NVC

OBSERVATION

The **facts** (what we are seeing, hearing, or touching) as distinct from our evaluation of meaning and significance).

NVC discourages static generalizations.



It is said that "**When we combine observation with evaluation, others are apt to hear criticism and resist what we are saying.**"

Instead, a focus on observations specific to time and context is recommended.

FEELINGS

Emotions or sensations, free of thought and stories.

These are to be distinguished from thoughts (e.g., "I feel I didn't get a fair deal") and from words colloquially used as feelings but which convey what we think we are (e.g., "inadequate"), how we think others are evaluating us (e.g., "unimportant"), or what we think others are doing to us (e.g., "misunderstood", "ignored"). Feelings are said to reflect whether we are experiencing **our needs** as met or unmet. Identifying feelings is said to allow us to more easily connect with one another, and "Allowing ourselves to be vulnerable by expressing our feelings can help resolve **conflicts**"

See the “inventory of feelings document”



NEEDS

Universal human needs,
as distinct from particular
strategies for meeting needs.

It is posited that "Everything we
do is in service of our needs"



See the “Inventory of needs document”



REQUEST

Request for a specific action, **free of demand**.

Requests are distinguished from demands in that one is **open to hear a response of "no"** without this triggering an attempt to force the matter.

If one makes a request and receives a "no", it is recommended not that we give up, but that we empathize with what is preventing the other person from saying "yes", before deciding how to continue the conversation.

It is recommended that requests use **clear, positive, concrete action language**.



Exercise

Reflections to bring to the next on line session



- Think about a conflict that you have had in your organization in the last two months.
- Try to characterize it following the table presented (you can find it in the following slide - try to identify which of the elements presented in the table took place in the conflict and how).
- You will be sharing your analysis at the beginning of the following on-line session (no need to give details about the conflict itself, but rather about the reflection).

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Bringing Organisations & Network Development
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Questions?

Thank You for Your Attention!