

Non-Violent Communication

*Summary of the main points of
Marshall Rosenberg's theory*

Clearly Expressing My View

(without blaming or criticising, speaking in
a way which helps others listen)

Observing what benefits or hurts me and stating it objectively

Saying how I feel in relation to what I observe (emotions)

Stating what I need or value that causes my feelings

Clearly requesting (not demanding) what would benefit me
Suggesting concrete actions that I would like taken.

“Would you be willing to...?”

Empathically Receiving Your View

(showing that I am listening
without hearing blame or criticism)

Listening so I accurately understand what benefits or hurts you.

Suspending judgement so that I can understand your feelings

Clarifying what you need and value that causes your feelings

Empathically hearing what you want without feeling demand or
resentment, asking or offering something specific.

“Would you like me to...?”