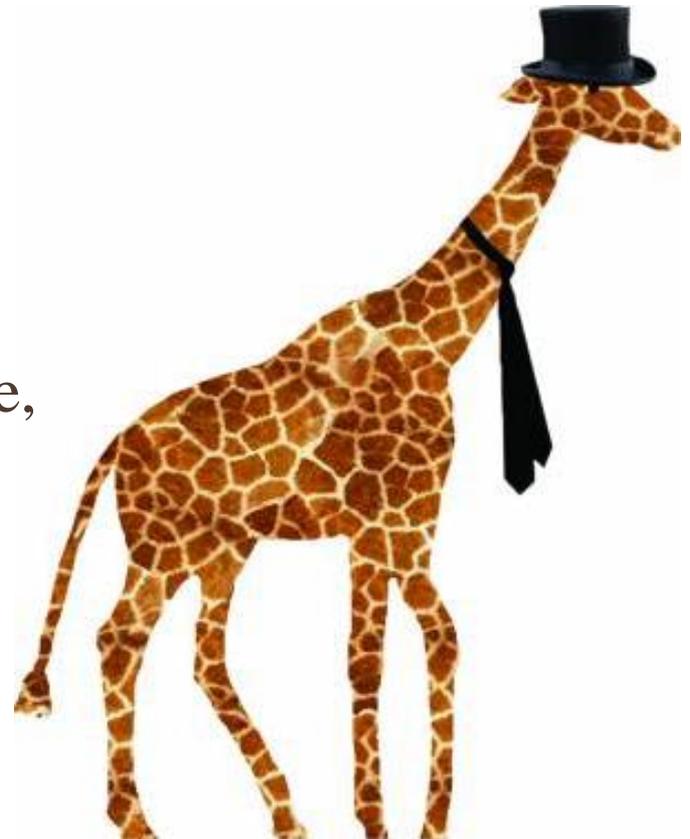


# Collaborative Communication in the workplace based on NVC

Collaboration is very easy when everybody is naturally on the same page, but it is necessary to know what to do when things do not line up.

Miki Kashtan



# Why Collaborative Communication?

*Taking time saves a lot of time*

- You use NVC as a tool to know exactly what you want and what your business partner wants



- Effective strategies



- Saves time, energy and money



# How to Communicate Collaboratively?

*If all you have is a hammer, everything looks like a nail*

NVC gives a lot of tools then  
you can select what best serves you

- Referring to the facts
- Speak truth with care
- Listen and hear what is really important
- Understanding your feelings and needs
- Making clear, positive, do-able request
- Accepting „No” as an important information



# Four steps to Collaborative Communication

*To understand something it is often enough  
to change the point of view*

Antoine de Saint-Exupéry

- Observation / Facts
- Feelings
- Needs / Values
- Requests



# What is observation for?

Our habit is interpretation,  
our brain instantly gives  
meaning to whatever is  
happening.

Within a conflict it is crucial  
to establish what the facts are.

This makes a dialogue  
possible.

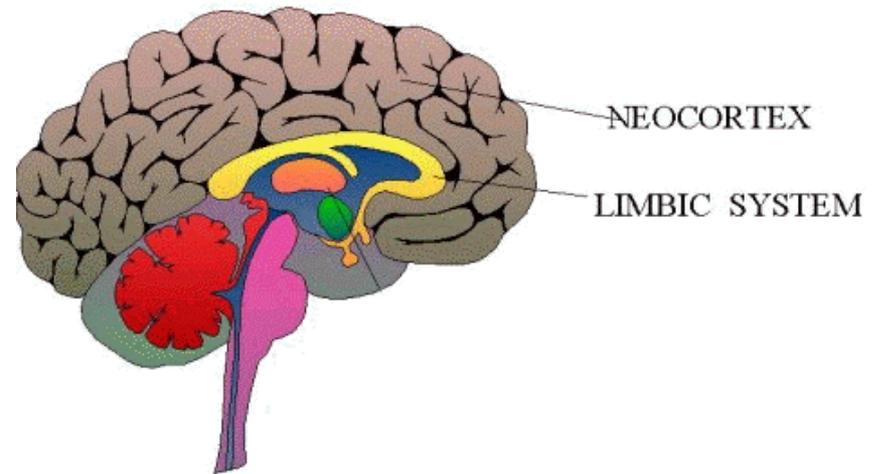


# Why feelings are important?

We react out of unprocessed emotions in ways that are destructive to ourselves and others. We need to learn how to process our emotions effectively in order to manage them instead of them managing us.

Kelly Wright

- Emotions give us information five times faster than our prefrontal cortex.
- If we are able to behave in accordance with them our actions are more integrated and more efficient.



# What for to talk about needs and values?

*The brain is romantic. Values drive it to long term effort. Pleasures, however nice, last for a short time.*

Rafał Ohme

- Values are universal and shared by all
- They motivate our actions
- They are good base for cooperation



# What is important about requests?

*Give others a chance, say what you want*

Marshall B. Rosenberg

- The way we are formulating request influences the possibility of having them fulfilled
- The chances rise if they are:
  - specific,
  - positive,
  - do-able,
  - within someone resources



# Summary

Introducing NVC in the company influences on the level of relations and actions. Open and positive language helps to make the situation clear and to concentrate on workable solution rather than finding someone to blame.

It helps to eliminate stress and focus on the most important things. It gives everybody the responsibility for their feelings and needs. It enables making requests and giving feedback that helps to develop. Finally it can result in changing the culture of the company and developing more sustainable solutions.

Marta Kułaga