

Course : Developing empathy with Nonviolent Communication

Level 2

Practical course - 2d - 14h00 - Ref. CNN

Price : 1570 CHF E.T.

★★★★★ 4,7 / 5

This second level of introduction to Marshall Rosenberg's Nonviolent Communication will enable you to discover NVC empathy. By respecting your own needs, you'll learn to take into account those of others, an essential step in defusing conflicts, making inclusive decisions and establishing lasting agreements.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify different listening attitudes
- ✓ Empathetic listening NVC
- ✓ Find the balance between listening to yourself, listening to others and expressing yourself
- ✓ Using NVC empathy to maintain the link in difficult situations
- ✓ Mobilizing NVC empathy to build constructive relationships

Intended audience

Anyone who has taken the NVC training course "Non-Violent Communication to facilitate dialogue and reinforce effectiveness" and wishes to consolidate their benevolent posture.

Prerequisites

No

Practical details

Role-playing

Professional scenarios based on real-life cases brought to us by training participants.

Teaching methods

A participative approach that requires the involvement of participants.

PARTICIPANTS

Anyone who has taken the NVC training course "Non-Violent Communication to facilitate dialogue and reinforce effectiveness" and wishes to consolidate their benevolent posture.

PREREQUISITES

No

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

Course schedule

1 Discover NVC empathic listening

- Distinguish empathic listening from other forms of listening (including Porter's attitudes).
- Understand the three levels of empathy: direct, reciprocal and intersubjective.
- Understand the specificity of NVC empathic listening: intention and attention.
- Preparing for NVC empathic listening: the power of acceptance.

Exercise

Theoretical input followed by group work to help participants grasp the concepts.

2 Practicing NVC empathic listening

- Learn to listen to others in their entirety: verbal, paraverbal and non-verbal expression.
- Practice silent active listening.
- Reformulating feelings and needs.
- Recognize the signs of successful NVC empathic listening.

Role-playing

Experience the NVC empathic posture in pairs and practice reformulation.

3 Find the balance between listening to yourself, listening to others and expressing yourself

- Identify the four ways of receiving a NVC message: against oneself, against the other, with oneself, towards the other.
- Practicing self-empathy: listening to yourself.
- Practicing the transition from self-empathy to empathy: from self to other.
- Practice the transition to empathy: from welcoming the other's needs to expressing your own.

Role-playing

Training to move from intra-personal communication to interpersonal dialogue through role-playing.

4 Use CNV empathic listening in high-stakes relational situations

- Use NVC empathic listening to defuse conflict.
- Use CNV empathic listening to support a person in distress.
- Mobilize NVC empathic listening to make inclusive decisions.
- Use CNV empathic listening to find lasting agreements.

Role-playing

Training in NVC empathic listening in high-stakes relational situations provided by participants.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.