

CONFLICT ESCALATION



10 DOMAINS OF DE-ESCALATION

1. RESPECT PERSONAL SPACE
2. DO NOT BE PROVOCATIVE
3. ESTABLISH VERBAL CONTACT
4. BE CONCISE
5. IDENTIFY WANTS AND FEELINGS
6. ACTIVE LISTENING
7. AGREE OR AGREE TO DISAGREE
8. SET CLEAR LIMITS
9. OFFER CHOICES AND OPTIMISM
10. DEBRIEF WITH INDIVIDUAL AND STAFF

**YOUR BRAIN BELIEVES
WHAT YOU TELL IT**

Nonviolent Communication: A Language of Life



NVC fosters compassion, shifting from "moralistic judgments" to a language of life where all behavior stems from the desire to meet universal needs.

SHIFTING THE PARADIGM



Requests vs. Demands
A request is an invitation that remains open to a "no," whereas a demand seeks compliance and often results in conflict.



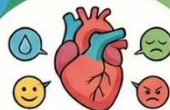
Judgments vs. Unmet Needs
Criticism and labels like "right" or "wrong" are "tragic expressions" of our own unmet needs and values.



LOOK BEHIND THE ANGER
At the core of all anger is a need that is not being fulfilled; shifting focus to the need defuses the conflict.



1. OBSERVATIONS
Clearly describe what is happening without diagnosing or judging, clarifying what is being observed rather than what is being thought about others.



2. FEELINGS
Identify emotions as messengers of your needs, distinguishing between a thought (e.g., "I feel inadequate") and a true feeling (e.g., "I feel disappointed").



3. NEEDS

Connect feelings to universal human needs like safety, connection, and autonomy, recognizing that all humans share the same core needs.



4. REQUESTS

Make specific, doable, and positive action-language requests to help meet your needs, ensuring they are invitations rather than demands for compliance.



THE POWER OF EMPATHY



EMPATHY IS PRESENCE:
True empathy is a respectful understanding that requires being present with another's feelings, often speaking with the body and eyes rather than words.

"Don't just do something, be there."

This principle highlights the power of presence and listening over the rush to offer advice or intellectual solutions.

THE GOAL OF CONNECTION



CONNECTION OVER BEHAVIOR CHANGE:
The objective of NVC is not to change people to get our way, but to establish relationships based on honesty and empathy.

UNIVERSAL CAPACITY FOR COMPASSION:
NVC assumes all humans have the capacity for compassion and only resort to harm when they don't see effective strategies for meeting their needs.