



RIPE NCC

RIPE NETWORK COORDINATION CENTRE

Both Giraffe and Jackal

Gentle introduction to
Non-Violent Communication

Vesna | 26 February 2019 | NCC Seven's

Wait, what?! / am NOT violent!!



Wait, what?! / am NOT violent!!



Violent Communication

- Judgement
- Comparisons
- Right and Wrong
- Demands
- Threats
- Predictions
- Evaluations
- Generalizations
- Thoughts-as-feelings
("I feel that...")



My NVC story, in 3 Languages

First learned NVC in 1998, in “Peace School”

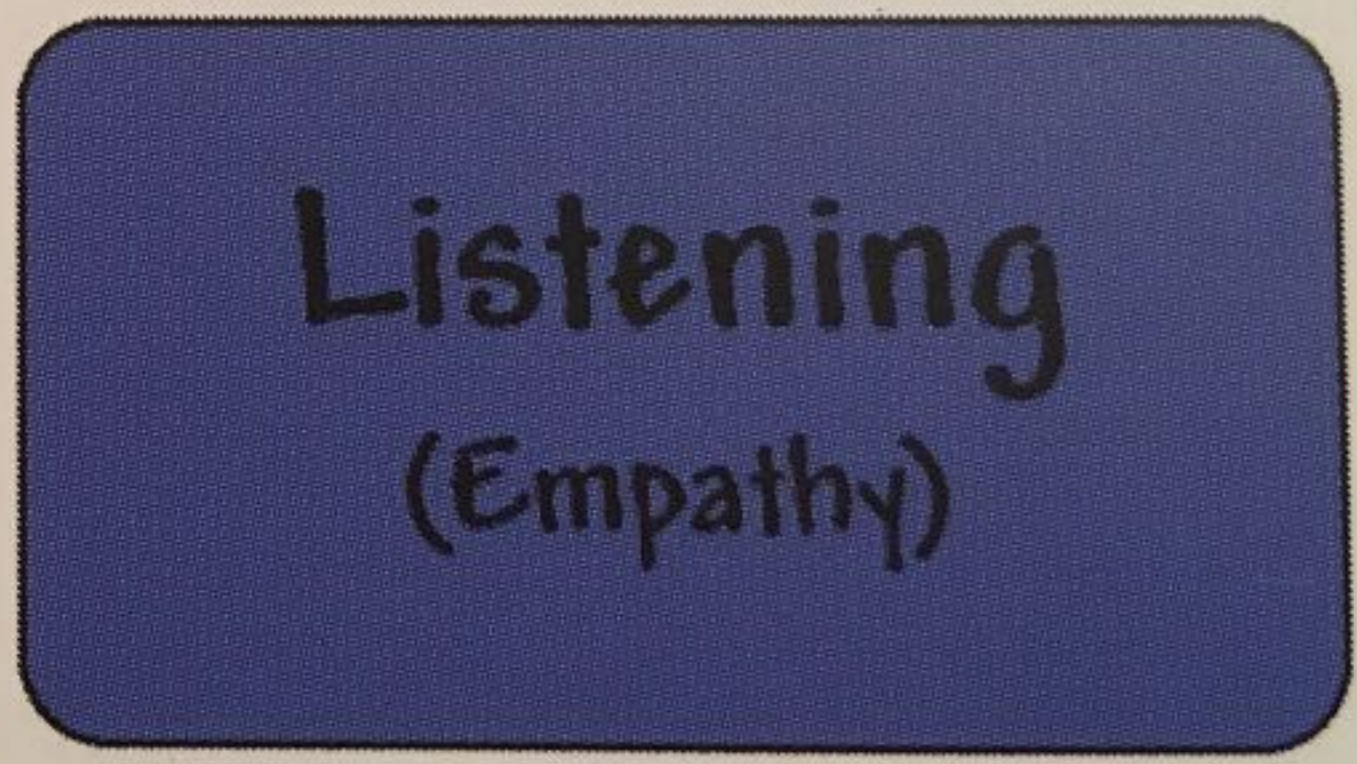
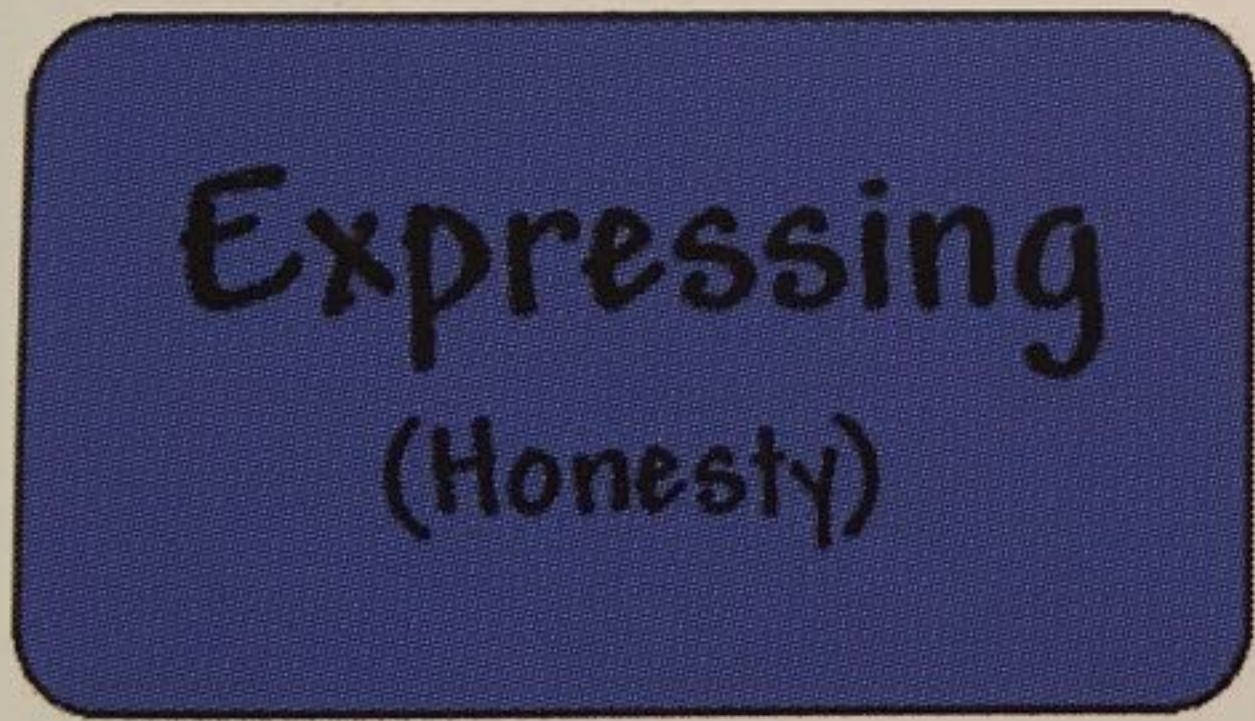
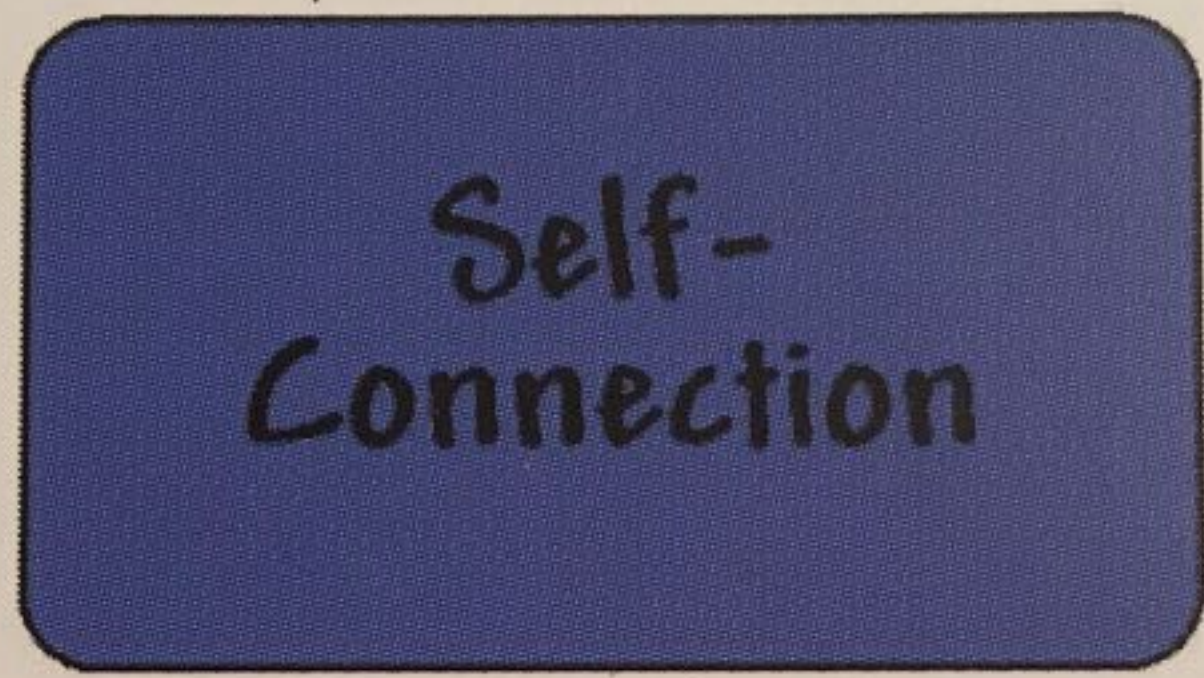
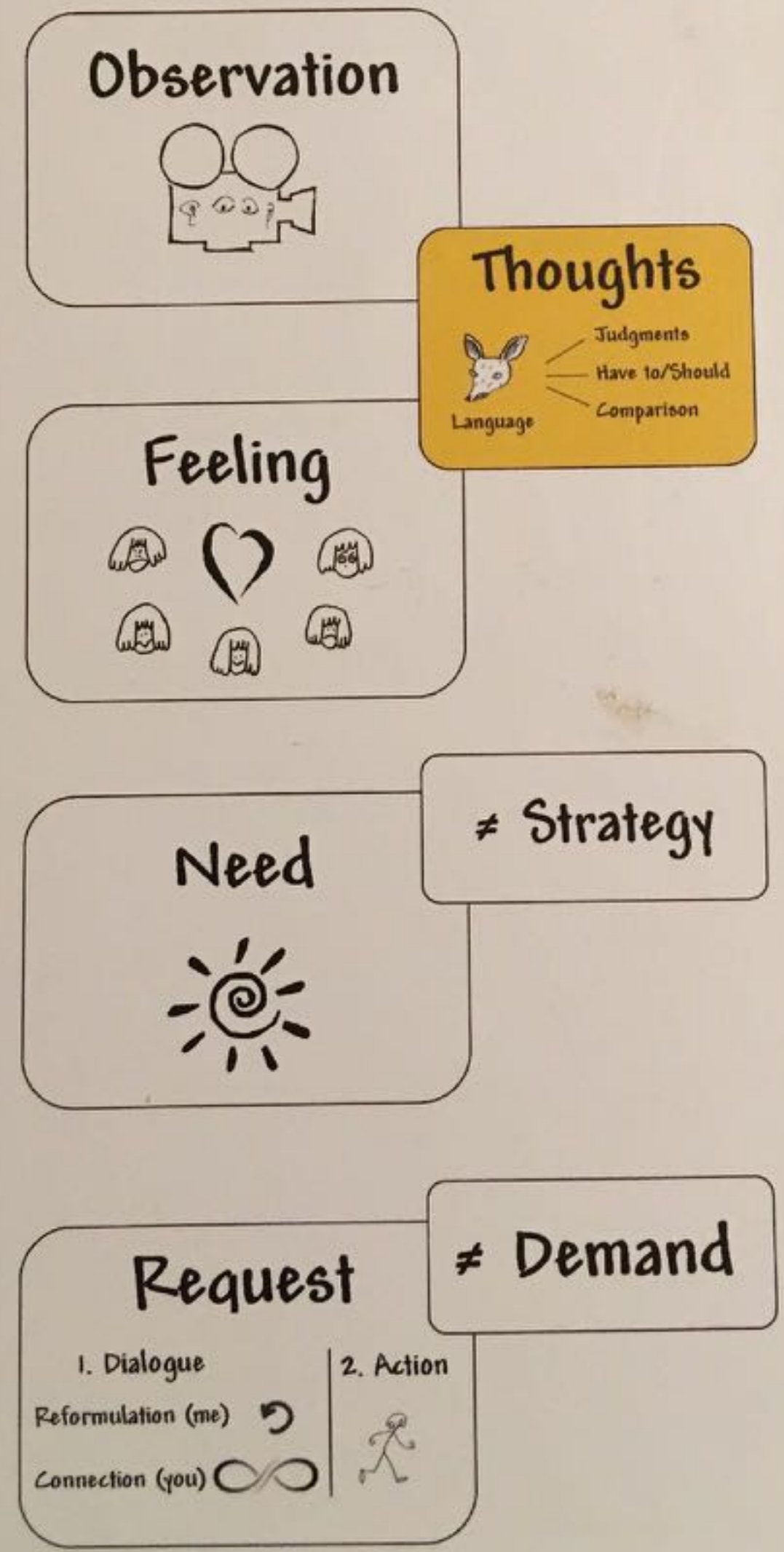
- during conflicts in ex-Yugoslavia; in Serbo-Croatian
- In 2010, Basic Course (in English, in Amsterdam)
 - turned into parenting technique & relationship therapy
- In 2018, Intermediate Course - in Dutch!
 - turned into the grief therapy / support group
- In 2019, Mediator Course & “learning by teaching”

Non-Violent Communication (NVC)



- An approach to nonviolent living
 - developed by Marshall Rosenberg beginning in the 1960's
 - inspired by nonviolent resistance philosophy of Gandhi & Martin Luther King Jr.
 - AKA “Compassionate Communication” or “Collaborative Communication”
- NVC is used:
 - as a **process** of interpersonal communication
 - for **conflict resolution** (as a tool for social change, as a mediation tool)
 - as a worldview and as a spiritual practice
- NVC can be useful for NCC!

Algorithm ... or dance?





NVC Elements

- **Observations, Feelings, Needs, Requests**
 - instead of: evaluations/judgments, thoughts, strategies, demands
- **Basic Formula**
 - “When I see \$*observation*,
 - I feel \$*emotion*,
 - because I need \$*need*.
 - Would you consider \$*request*?”
- **Self-connection, receiving empathically, expressing honestly**



Links to NVC in Tech

- Building Compassionate Communities in Tech
 - NodeConf EU 2013 , Isaac Z Schlueter
- “Guide to Empathetic Technical Leadership” by Alex Harms
 - FREE to read online: <https://leanpub.com/littleguide/read>
- Conference “Open Source and Feelings” (#OSSfeel)
 - “NVC for Fun, Profit, and Self Defense”
- The empathy in tech <https://www.youtube.com/watch?v=PuLi3Uegn9g>
- Two blog posts for Agile teams: [link1](#) & [link2](#)

& Jackal

& Giraffe

NOBS NECKBEARD!
OSS STEREOTYPES EXIST
SLOPPY HACK! "GOOD GUY" ARCHITECT ASTRONAUT!

MOST OSS PROJECTS START AS AUTHOR:AUTHOR
AS PROJECTS GROW, COMMUNICATION BECOMES MORE TRICKY.

NON VIOLENT COMMUNICATION
FOR FUN, PROFIT, & SELF-DEFENSE
by Isaac Z. Schlueter

NVC, FRAMEWORK BY MARSHALL ROSENBERG
TOOL TO HELP MOVE PAST STEREOTYPES
! = TONE POLICING AND CANNOT BE FORCED
LANGUAGE-FOCUSED

TALKING LISTENING THINKING → PATTERNS IN THESE THREE YIELD POSITIVE AND NEGATIVE EMOTIONS → WE WANT TO BE HEARD AND UNDERSTOOD AND LANGUAGE AND COGNITION GET IN THE WAY

JACKAL

GIRAFFE

VIOLENT ENVIRONMENT LOW TO GROUND DEFEND WHAT'S THEIRS TEARS & SHREADS FOOD	LONG VIEW TALL; LARGE HEART RELAXED PACE FEEDS ON THORNY ACACIA TREE*
EVALUATION: "That's a fancy shirt."	OBSERVATION: "You are wearing a shirt."
THOUGHTS: "I feel insulted."	FEELINGS: "I feel like..."
"NEEDS": IPHONE, ICE CREAM	NEEDS: FOOD, SHELTER, ETC.
DEMAND: NO IS NOT OPTIONAL	REQUEST: "WOULD YOU BE WILLING TO..."

OS

SUPPORT DROWNING IN REQUESTS
FRUSTRATED USERS "NOT WHAT I SIGNED UP FOR"
XY PROBLEM

TEAM MANAGEMENT NOT UNDERSTANDING LEADS TO HARM
PEOPLE DONT WORK FOR YOU
MOTIVATIONS DIFFER

NEEDS NICE ISN'T GOOD ENOUGH - PEOPLE BELIEVE YOU CARE WHEN YOU INVEST IN EM
TURN INWARDS HOSTILITY → PROBLEMS TO BE SOLVED

PROCESS DONT JUMP TO THE END
PRACTICE! ITERATE, ITERATE, ITERATE!
TAKE YOUR TIME!

REMEMBER:
THE JACKAL IS NOT YOUR ENEMY
♥ GUESS THEIR NEEDS
♥ ITERATE TOWARDS UNDERSTANDING
BE THE GIRAFFE!
♥ BE MINDFUL
♥ LISTEN WITHOUT JUDGMENT

** DID YOU KNOW... IN ADDITION TO BEING A FOOD, THE GUM ACACIA IS ALSO USED FOR GUM, PERFUME AND HAS BEEN A CURE FOR RABIES.*

... to be continued!