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SPORT PERFORMANCE SPEAKER SERIES: CAN WE TALK? GUIDELINES FOR EFFECTIVE COMMUNICATION IN SPORT



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Overview

- How does communication play a role in your sport relationships?
- Understanding the purpose of communication: why it works when it doesn't.
- Models and guides to more effective communication.

Non Violent Communication: A process for giving and receiving difficult messages that meets everyone's needs

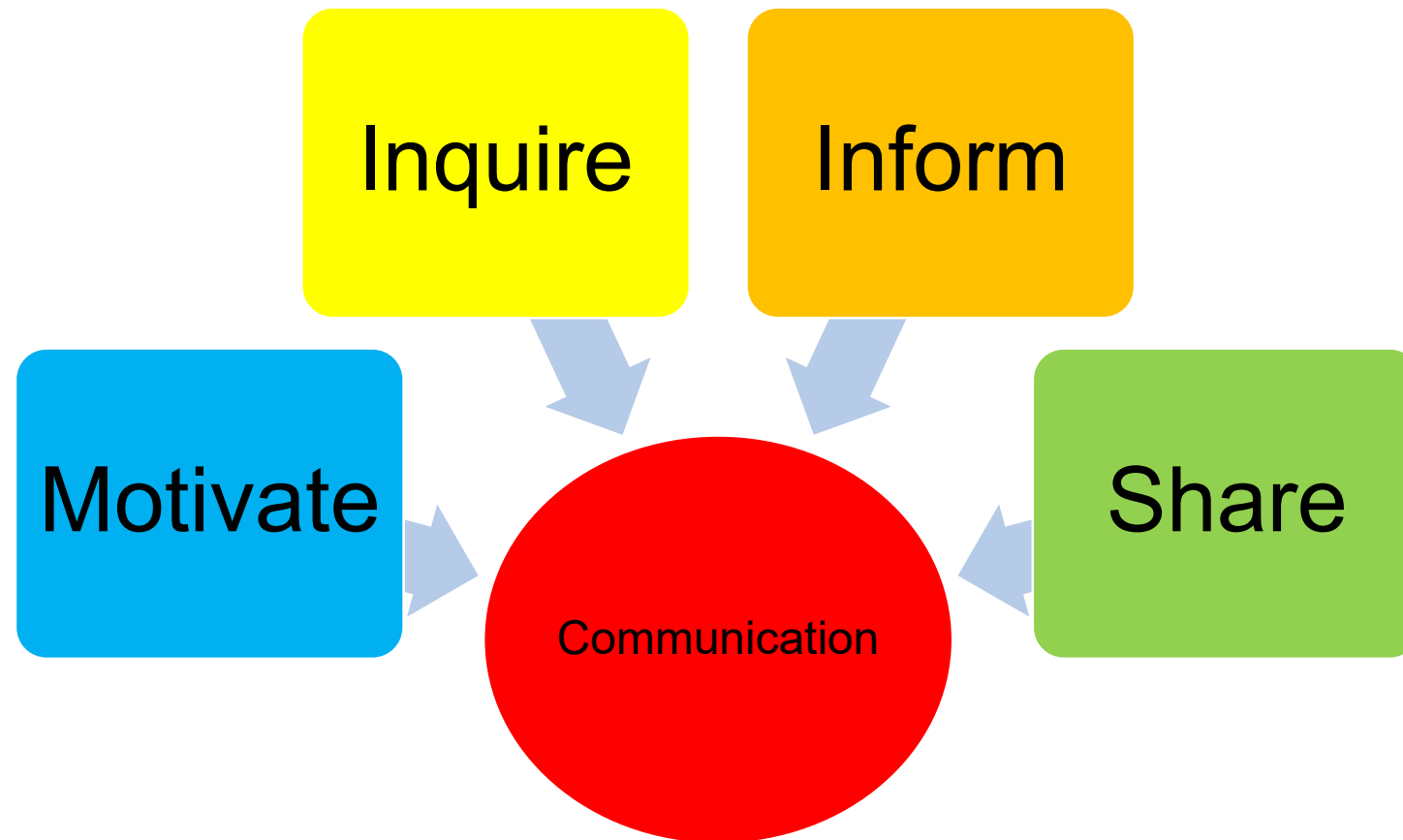


Question to the group

- What are some pitfalls you've experienced around communication – lack of, misunderstandings, having tough conversations etc? (in sport)

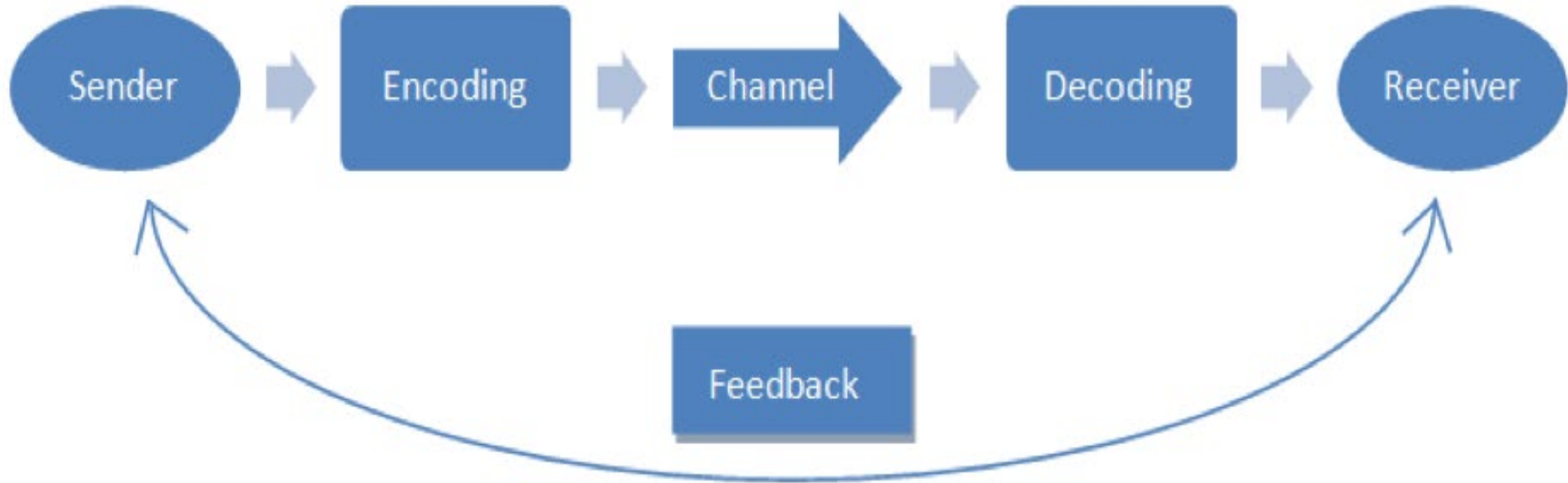


Purpose of Communication?





Communication is a process





Four D's that block connection, compassion and effective communication

1. Diagnosis (judgment, analysis, criticism, comparison)
2. Denial of responsibility
3. Demand
4. "Deserve" oriented language





What is non-violent communication?

- A guide to reframe how we express ourselves and hear others
- Two parts:
 1. How we give difficult messages? = *Expressing Honestly*
 2. How we choose to hear difficult messages? = *Receiving Empathetically*
- Actions and words represent attempts to meet our own needs
- Conflict arises because of miscommunication about needs



NVC in Action: Giving and Receiving

Stimulus for difficult conversations:

- a) What someone says (their actual words)
- b) What someone does (action)
- c) A particular situation, object or scene





The NVC Process

1. **OBSERVE** the situation
2. Identify a **FEELING**
3. Identify your **NEED** or desire
4. Formulate a **REQUEST**
5. Obtain **FEEDBACK**





1. OBSERVATIONS

Clearly Expressing:

What I observe (*see, hear, remember, imagine, free from my evaluations*)..

“When I (see, hear)...”





2. FEELINGS

Clearly Expressing:

How I feel (*emotion or sensation rather than thought*)
in relation to what I observe...

“I feel....”





3. NEEDS

Clearly Expressing:

What I need or value (*rather than a preference, or a specific action*) that causes my feelings

“...because I need/value....”





4. REQUESTS

Clearly Expressing:

The concrete actions I would like taken:

“Would you be willing to...?”





5. OBTAIN FEEDBACK

Clearly Expressing:

Have I been heard:

“Would you be willing to tell me what you’ve heard me say so far?”

“What is your response to what you’ve heard me say?”





Putting NVC process together...

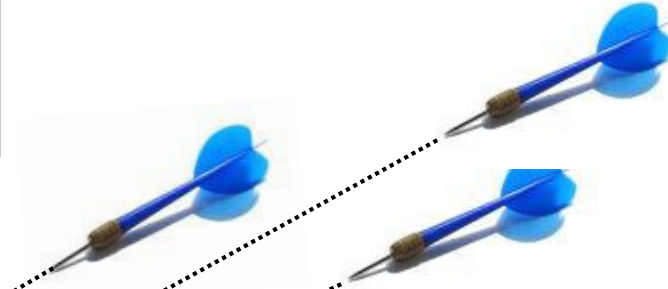
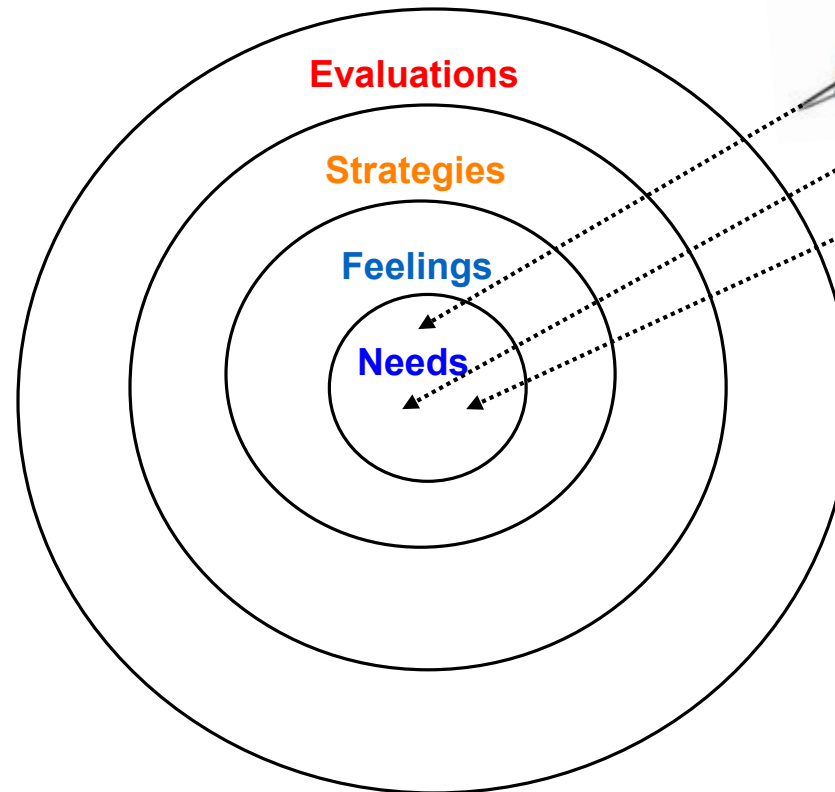
Example Scenario

- Imagine you are rushing to make it to a 9am meeting with a specific person you know. (*Write down name of person*)
- You get there 8:58. The other person arrives 9:10.
- Please write down (briefly):
 - What are you feeling and thinking?
 - Why?
 - How might you act toward person as a result?



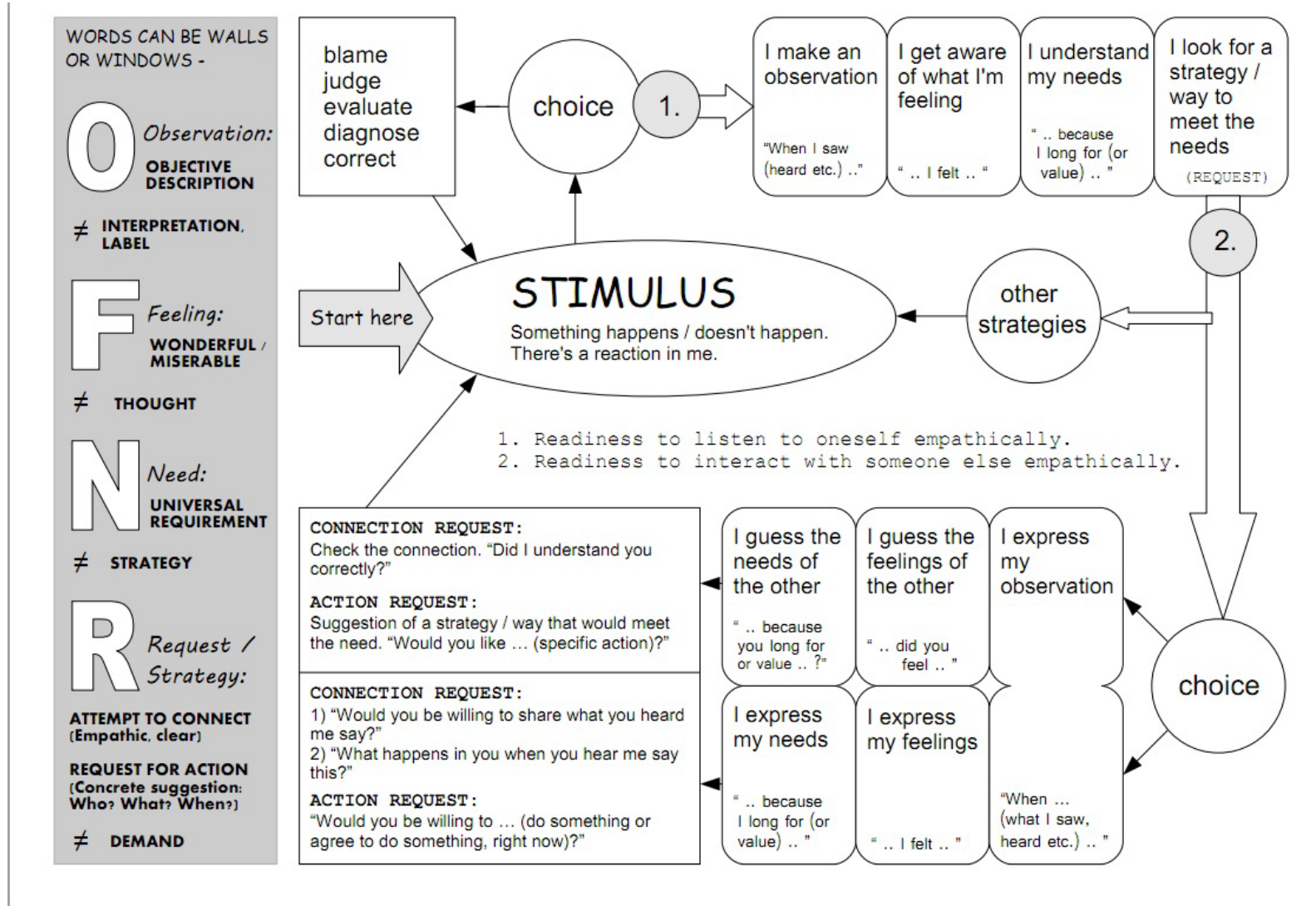
The goal of Nonviolent Communication is to:

- listen beyond Strategies and Evaluations to the Needs underneath
- speak to the Needs of those involved
- create strategies that meet everyone's needs (no compromise)





IN SUMMARY...





NVC CHEAT SHEET

"When _____ (describe action),
I feel _____ (share feeling) because I
have a need for _____ (state need).
Would you consider _____?" (make request)



Syncopated Mama



References/Resources

- (2015) *Nonviolent Communication: A Language of Life*. (264 pages) Third Edition. Encinitas, CA: PuddleDancer Press. [ISBN 978-1892005281](#)
- (2015) *Nonviolent Communication Companion Workbook: A Practical Guide for Individual, Group, or Classroom Study* (226 pages) Second Edition. Encinitas, CA: PuddleDancer Press.
- (2012) *Living Nonviolent Communication: Practical Tools to Connect and Communicate Skillfully in Every Situation*. (288 pages; compilation of prior short works) [Sounds True](#). [ISBN 978-1604077872](#)
- The Center for Non-Violent Communication website: <http://www.cnvc.org/>
- Image slide 19: <https://sosiaalikeskus.wordpress.com/2011/12/08/ofnr-flow-nvc-material-in-english/>