

Things we know and often forget



1. We can't change others; we can only change ourselves and *influence* others.
2. When people hear blame or criticism, they typically shut down and become defensive.
3. When we take things personally, our suffering increases.
4. Consciously or unconsciously, we choose our responses in every given moment.
5. Everyone experiences struggle in life.
6. Anytime a person is angry or blaming, they are hurting inside.
7. People usually want to give their best.
8. Human beings are much more interested in being content than in being miserable.
9. Everyone needs to know that they matter.
10. Life is more enjoyable when we derive meaning and purpose from it.
11. The way we think, listen and speak has enormous influence on our experience and hence on our overall sense of well-being.
12. People are naturally collaborative and good natured when:
they are wholeheartedly engaged and; b) they know that their contribution matters.
13. Human beings are interdependent and need each other. As the Asian saying says:
“Shared joy is double joy; shared sorrow is half sorrow.”

The **Nonviolent Communication Model** encourages us to examine how we think, listen and communicate both internally with ourselves and outwardly with others while also reminding us to hold within our awareness important basic truths about what it means to be human and to relate. Using a four-step process, NVC supports us in becoming more aware, inclusive and constructive in our communication, thereby providing us with the ability to more consistently establish and maintain mutually satisfying and collaborative relationships with others and the world at large.