Nonviolent Communication Techniques Training

Duration: **2 Day**

BİLGİNÇ IT Academy
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Overview

- Promote a nonviolent communication approach
- Improve verbal and non-verbal communication skills
- Enhance active listening and empathy
- Overcome communication barriers effectively
- Master constructive feedback techniques
- Manage challenging communication scenarios with compassion

What You Will Learn

- Clear, honest, and respectful communication
- Listening without judgment
- Calmly handling stressful interactions
- Developing team trust and communication culture
- Giving and receiving feedback constructively
- Using empathy as a tool for conflict resolution

Outline

1. Basics of Communication

- What is communication?
- Types: verbal, non-verbal, written
- Introduction to nonviolent communication

2. Principles of Effective Communication

- Clarity and authenticity
- Active listening and mirroring
- Empathy and understanding needs
- Respect and value-driven interaction

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3. Verbal and Non-verbal Communication

- Tone, emphasis, word choice
- Body language, facial expressions, posture
- Eye contact and personal space

4. Barriers and Solutions in Communication

- Prejudices, labeling, criticism
- Defensive behavior and how to respond
- Managing distractions

5. Practicing Empathy and Listening

- What does it mean to truly listen?
- Building real empathy
- Listening without interruption or judgment

6. Giving & Receiving Feedback

- The nonviolent feedback model
- Observation – Feeling – Need – Request (OFNR)
- Handling feedback without defensiveness

7. Handling Difficult Communication Situations

- Conflict and anger management
- Negotiation and compromise techniques
- Compassionate conflict resolution