

**An Introduction to  
Nonviolent Communication  
(NVC)  
for Agile Coaches**

EXERCISE:

# Explain/Explore

- **Please grab a name tag, sharpie & index card**
- **Write down something TRUE about yourself**
- **Introduce yourself to someone using your card**
- **Wait for further instructions**

Startup:

# Who's Here?

- **Agile Experience?**
- **Agile Coaching Experience?**
- **Other Coaching Experience?**
- **NVC Experience?**

Startup:

# Introduction

- **Who am I? And why am I here?**
- **Agile Coaching as a Transformative Adventure**
- **Reaching towards a world where everyone's needs matter**

Startup:

# Desired Outcomes

- **Understand basic NVC concepts**
- **Discover how to use NVC in your Agile work**
- **Practice NVC skills**
- **Identify opportunities for ongoing learning and practice of NVC**

Startup:

# Working Agreements

- **Nobody gets to be wrong.**
- **Confidentiality?**
- **Permission to coach you?**
- **Permission to Intrude/Interrupt?**

Startup:

# Housekeeping

- **There's a bag of supplies and a stack of hand-outs on your table.**
- **Please grab 4-5 index cards, a sharpie and a pen.**
- **Leave the hand-outs, they're for later!**

Startup:

# Housekeeping/Setup

- **Parking Lot**
- **Ah Ha! Moments/Insights**
- **Plus/Delta Feedback**

Startup:

**WIIIFM ?**

Startup:

# Expectations

- **Lot of material to cover**
- **Fast Pace**
- **Rigorous Timeboxing**
- **Whet your appetite**

Startup:

# Overview

- **Mix of presentation and exercises**
- **Here's the overall scope for the morning**

# Overview



# Invitation

**NVC is BOTH a PRACTICE and PERSPECTIVE**

- **Takes time to learn - SHU, HA, RI**
- **EXPRESSING** clearly and honestly
- **LISTENING** with compassion & empathy
- **Beginner's Mind and the Spirit of Inquiry**

"Out beyond ideas of wrongdoing  
and rightdoing, there is a field.  
I will meet you there."

--Rumi

# Foundation of MVC

- **Feelings and needs are universal in nature; all human beings have them**
- **Our feelings arise from our experience of having our needs met or not met.**

EXERCISE:

Identify Individual, Team or  
Workplace Coaching Challenges

## EXERCISE:

5 min - Individual Work

- Be specific
- Be "Real"
- One per card

EXERCISE:

5 min

Share with a neighbor

EXERCISE:

5 min  
Bottom-lining  
Scenarios

EXERCISE:

5 min

Demo Identifying  
Needs Exercise

2 min

**WIIIFM**

EXERCISE:

10 min

Working in Groups

EXERCISE:

5 min  
Whole Group  
Debrief

# **WIIFM**

Next Up: Observations

# Observations vs. Evaluations

## **Observation**

- **Awareness of observable data**
- **Sensual perception, i.e. what I see, hear, taste, smell.**

## **Evaluation**

- **How I judge my perception or what I think about my perception**
- **ie: judgment, diagnosis, moralistic interpretation - right/wrong, good/bad**

*Observations vs. Evaluations*

**Homework  
assignment  
for the break**

# **BREAK**

30 min

Be back by 11:00am

Please be **PROMPT!**

# *Observations vs. Evaluations*

**Review Working Agreements**

**Check-in on break**

**Observation "Homework"**

Startup:

# Working Agreements

- **Nobody gets to be wrong.**
- **Confidentiality?**
- **Permission to coach you?**
- **Permission to Intrude/Interrupt?**

# *Observations vs. Evaluations*

**Review Working Agreements**

**Check-in on break**

**Observation "Homework"**

# Observations vs. Evaluations

## **Observation**

- **Awareness of observable data**
- **Sensual perception, i.e. what I see, hear, taste, smell.**

## **Evaluation**

- **How I judge my perception or what I think about my perception**
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EXERCISE:

# *Observations vs. Evaluations*

## **Part 1**

**Observation, Evaluation or Both**

5 min - Individual Work

EXERCISE:

# *Observations vs. Evaluations*

## **Part 2**

### **Make it an Observation**

5 min - Individual Work

EXERCISE:

# *Observations vs. Evaluations*

## **Part 3**

### **Harvesting /Discussion**

5 min

Working in Groups

EXERCISE:

# *Observations vs. Evaluations*

## **Part 4**

**Go back to your Issue Card**

5 min - Individual Work

EXERCISE:

*Observations vs. Evaluations*

5 min

Whole Group

Debrief

# WIIIFM

"Test Driven Coaching"

Needs-Centered Perspective

Observations

Feelings

5 min

Feelings

EXERCISE:

# Feelings

## Step 1

**Pair on identifying A's feelings**

5 min

Working in Pairs

EXERCISE:

# Feelings

## Step 2

**Pair on identifying A's other  
participants' feelings**

5 min

Working in Pairs

EXERCISE:

# Feelings

## Step 3

**Pair on identifying B's feelings**

5 min

Working in Pairs

EXERCISE:

# Feelings

## Step 4

**Pair on identifying B's other participants' feelings**

5 min

Working in Pairs

EXERCISE:

# Feelings

5 min

Whole Group

Debrief

5 min

# WIIIFM

Listen for feelings and needs  
Empathy & Self-Empathy

Exploring  
Self-Management  
&  
Inner Resource

## EXPLORATIONS:

"If you want to enjoy your life, particularly during high stress situations, I would strongly recommend you never hear what another person thinks."

- Marshall B. Rosenberg, Ph.D.

EXPLORATIONS:

# Agile Coaching

**Values driven coaching style**

**Inner and Outer Work**

EXPLORATIONS:

# Sustainable Pace

**Modeling Self-Care as a  
Radical Professional Act**

EXPLORATIONS:

# WIIIFM

**Increased personal mastery**

**Useful tools for both  
you and your clients**

EXPLORATIONS:

Empathy &  
Self-Empathy

EXPLORATIONS:

Empathy

**The ability to understand  
and share the feelings of another**

EXPLORATIONS:

# Self-Empathy

**The ability to understand and experience your own feelings**

EXERCISE:

Working with your  
Inner Coach

**Guided Visualization**

# Working with your Inner Coach

- What did you notice?
- How might this be valuable to your Agile coaching work?

5 min

Working in Pairs

# Working with your Inner Coach

- What did you notice?
- How might this be valuable to your Agile coaching work?

5 min

Whole group debrief

# WIIIFM

Self-Management:  
Balancing Actions/Solutions  
and Process

# Requests

- **Effective requests**
- **Requests vs demands**
- **"Kinds" of requests**
- **Fine tuning requests**

REQUESTS

# Effective Requests

- **Positive**
- **Specific**
- **Do-able**

# Requests vs Demands

- **Can you hear "No"?**
- **Asking w/out attachment**
- **Being open to change yourself**

REQUESTS

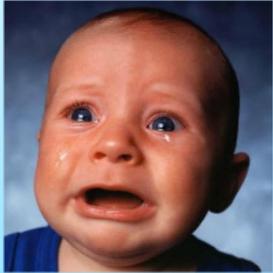
# Kinds of Requests

- **Requests for Actions/Solutions**
- **Requests for Connection or Clarity**

REQUESTS

# Fine-Tuning Requests

- **Individual Thresholds**
- **Thresholds in Teams**



**HELL NO!**



**Maybe**



**WOW!**



absolutely  
unwilling

unwilling

willing not  
to block

strongly  
prefer not

prefer not

slightly  
prefer not

neutral

**(unsure)**  
**(confused)**

willing

slightly  
prefer

prefer

really  
want

thrilled!

# Fine-Tuning Requests

- **Individual Thresholds**
- **Thresholds in Teams**

EXERCISE:

# Practice Requests

5 min each way - Working in Pairs

- **A asks about next steps**
- **B gets to be real**
- **A offers empathy**
- **A finish with a "Connection" request**
- **B responds**
- **A finish with an "Action" request**
- **Switch roles & Rinse and Repeat**

EXERCISE:

# Practice Requests

5 min

Whole Group

Debrief

WRAP-UP:

Wrap-Up

- **Session Feedback Form**
- **Hand-outs**
- **Parking Lot**
- **Lunch time conversation**

EXPLORATIONS:

What's next?

- **AgileNVC Google Group**
- **AgileNVC Practice Groups**

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WRAP-UP:

Thanks

- **Susan Strasburger**
- **BayNVC**
- **Miki Kashtan/Inbal Kashtan**
- **Lyssa Adkins/Michael Spayde**

WRAP-UP:

Stick a fork in us.  
We're **DONE!**