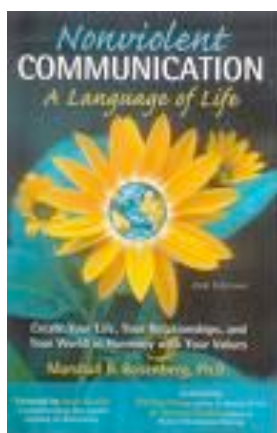


Sharing With You “Non Violent Communication”

**By Sebastien Henry, Executive Coach & Trainer
Emotional Intelligence Expert for Progress-U Ltd.**



This month I would like to share with you a book that I deeply appreciate and which I frequently recommend to my coaches or the people I coach.

It was written by Marshall Rosenberg and its title is "Non Violent Communication".

As this point, you might be surprised that I recommend this book, as this title seems to refer to a "New Age" soft approach that would not be suitable for the corporate world.

I can relate to this concern as I had exactly the same impression when I first heard of this book. And I can also see this reaction on the face of my clients when I first recommend it to them.

The truth is they found it very useful in most cases, and let me tell you that it would be hard to describe them as violent bosses who beat up their staff!

"Non Violent Communication" is an approach developed by the author to harmonize interpersonal relationships, build deep trust and pacify conflicts.

It is used widely in personal development workshops in Europe and in the US. It is also used in hot spots in the world where deep-rooted conflicts take place, like between Israeli and Palestinians.

However, it is not common in corporations (at least not under this name). And it is also pretty rare in Asia (there is no certified facilitator in Asia, whereas there is a large number of facilitators in the US and in Europe).

I believe that the reason this approach has not really earned recognition in the corporate world has a lot to do with its name.

Who in a corporation would raise his hand to become "non violent"? However, in my experience, many leaders would be willing to use **an approach that makes it possible to build deep trust with their team members, creating high engagement and dedication.**

This is precisely where the beauty of non violent communication (NVC) lies.

Conceptually, NVC is deceptively simple. It suggests that whenever I communicate with any other person:

1) I make sure that I express clearly:

- what I feel
- what I need from the other person
- what I request from the other person to address this need

- 2) I assist the other person in expressing clearly:
- what she feels
 - what she needs from me
 - what she requests from me to address her need

This pattern is particularly recommended whenever there are possible points of friction.

I told you that it was simple!

I also told you that it was **deceptively simple...**

You start realizing this when you read the examples provided by the author (there are many all over the book). Some dialogues are truly amazing, unlocking deeply engrained conflicts.

And you become convinced that it is deceptively simple indeed when you start practicing.

With regards to the first part, many people realize that they don't really express clearly any of the three suggested elements (their feelings, needs, requests).

When it comes to the second part (uncovering the feelings, needs, and requests of the other person), it is a shocking realization of how little time and effort we usually spend to inquire about them.

Most conversations are an exchange of facts and arguments, quite at the surface level, and totally miss these crucial elements.

The good news is that when you start practicing this approach as a leader, you will really stand out. Because you will be quite alone out there! This is certainly a big pity. It is also a **major opportunity for you to create exceptional engagement in your team.**

I wish that you will get inspired by this book as much it inspired me!

Warmly,

Sebastien



Sebastien Henry is **Progress-U's expert for Emotional Intelligence (EQ) and stress management**. He works with executives who want to:

- avoid feeling exhausted and uprooted as their career takes them to the top;
- become more inspiring leaders by developing their Emotional Intelligence (EQ) at work; and, as a consequence
- be able to motivate their people more and retain the best.

Having worked in an Asia-Pacific regional position at a multinational company, Sebastien has experimented extensively on how to develop Emotional Intelligence in his daily work life. He is currently writing a book on this topic. His articles on Emotional Intelligence in Leadership have been published in Human Resources and South China Morning Post.

He firmly believes in action, and the tools he uses and shares are derived from several areas of his life: his business experience as a corporate executive, of course, but also his intensive practice of mountaineering and rock climbing (7a on-sight and more than 50 alpine routes), his commitment to teach and coach prisoners, and his daily meditations for more than six years.

Positions of his clients as a one-to-one coach are: Asia/Pacific General Manager, Country General Manager, Department Head, etc.

Languages: Spoken and written Mandarin, Japanese, English, French (native language)

Credentials:

- MBA, BA in Psychology, BA in Philosophy
- Certified NLP Practitioner and Master Practitioner
- Certified NLP Trainer (NLPU, USA)
- Certified Coach (ICC)
- More than 40 days of training with the Gestalt approach at the Paris School of Gestalt
- Certified Trainer of the "EQ Impact Learning" program (Talentsmart, USA)

Services offered: 1:1 Executive Coaching, Group Seminars and Workshops, Key Note Speeches