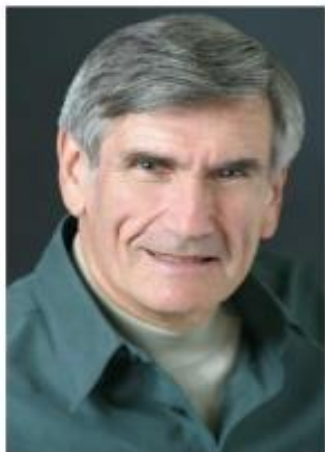


# Beyond Lip Service

*The Courage to Express UU Values  
2017*

Theme Talks:

Holy Curiosity  
Plugging In  
Widening the Heart  
Scientific Meditation  
Leaning In



**Marshall Rosenberg, PhD.**

Center for  
Nonviolent  
Communication

Nonviolent Communication (NVC) is based on the principles of nonviolence— the natural state of compassion when no violence is present in the heart.

NVC begins by assuming that we are all compassionate by nature and that violent strategies— whether verbal or physical—are learned behaviors taught and supported by the prevailing culture.

NVC also assumes that we all share the same, basic human needs, and that each of our actions are a strategy to meet one or more of these needs.

[https://www.youtube.com/watch?v=DgaeHeIL39Y&list=PLVIZrWizwDWJSiUDKjBI\\_4V\\_jqxSRp32X](https://www.youtube.com/watch?v=DgaeHeIL39Y&list=PLVIZrWizwDWJSiUDKjBI_4V_jqxSRp32X) (Sample conversation about needs)

# Assumptions of NVC

1. Universality of human needs
2. Feelings result from needs being met or unmet
3. Actions result from needs
4. Natural giving
5. Sufficiency

Observations

Needs



Requests

Feelings

External World

Internal World

# The NVC Model



# The Bedrooms of Children Around the World

<https://www.youtube.com/watch?v=IJx4SkDhh7I>



# Needs Inventory



The following list of needs is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

## **CONNECTION**

acceptance  
affection  
appreciation  
belonging  
cooperation  
communication  
closeness  
community  
companionship  
compassion  
consideration  
consistency  
empathy  
inclusion  
intimacy  
love  
mutuality  
nurturing  
respect/self-respect

## **CONNECTION continued**

safety  
security  
stability  
support  
to know and be known  
to see and be seen  
to understand and  
be understood  
trust  
warmth

## **PHYSICAL WELL- BEING**

air  
food  
movement/exercise  
rest/sleep  
sexual expression  
safety  
shelter  
touch  
water

## **HONESTY**

authenticity  
integrity  
presence

## **PLAY**

joy  
humor

## **PEACE**

beauty  
communion  
ease  
equality  
harmony  
inspiration  
order

## **AUTONOMY**

choice  
freedom  
independence  
space  
spontaneity

## **MEANING**

awareness  
celebration of  
life  
challenge  
clarity  
competence  
consciousness  
contribution  
creativity  
discovery  
efficacy  
effectiveness  
growth  
hope  
learning  
mourning  
participation  
purpose  
self-  
expression  
stimulation  
to matter  
understanding

# Marshall Rosenberg's Nine Basic Universal Needs:

Safety

Sustenance

Intimacy

Understanding

Honesty

Rest/Recreation

Community

Autonomy

Meaning/Contribution



# Conventional Patterns of Communication

## Denial of Responsibility:

Attributing the cause of our actions or feelings to anything other than our needs such as other's actions, dictated of authority, policies/ rules/regulations, group pressure, roles, uncontrollable impulses, diagnosis/ psych history, or vague impersonal forces

~ Bay NVC, 55 Santa Clara Ave, Suite 203, Oakland, CA 94610

[www.baynvc.org](http://www.baynvc.org)

## Feelings Inventory



The following are words we use when we want to express a combination of emotional states and physical sensations. This list is neither exhaustive nor definitive. It is meant as a starting place to support anyone who wishes to engage in a process of deepening self-discovery and to facilitate greater understanding and connection between people.

There are two parts to this list: feelings we may have when our needs are being met and feelings we may have when our needs are not being met.

[https://www.cnvc.org/sites/default/files/feelings\\_inventory\\_0.pdf](https://www.cnvc.org/sites/default/files/feelings_inventory_0.pdf)

Words that indicate judgment mixed with feelings

Connecting Across Differences, J.M. Connor and D. Killian

Abused

Attacked

Betrayed

Cheated

Cherished

Defeated

Devalued

Discriminated  
against

Forced

Harassed

Interrupted

Intimidated

Left out

Loved

Manipulated

Misunderstood

Neglected

Nurtured

Overworked

Patronized

Pressured

Provoked

Put down

Rejected

Screwed

Threatened

Unappreciated

Unheard

Unwanted

Used

# What Empathy Isn't- Top 10!

Connecting Across Differences, J.M. Connor and D. Killian, p. 72

1. Advice-giving
2. Reassurance
3. Denial of Feelings
4. Minimization
5. I Can Top That!
6. Sympathy
7. Comparing Stories
8. Avoidance
9. Diagnosis
10. Judgment



Empathy out



Blame out



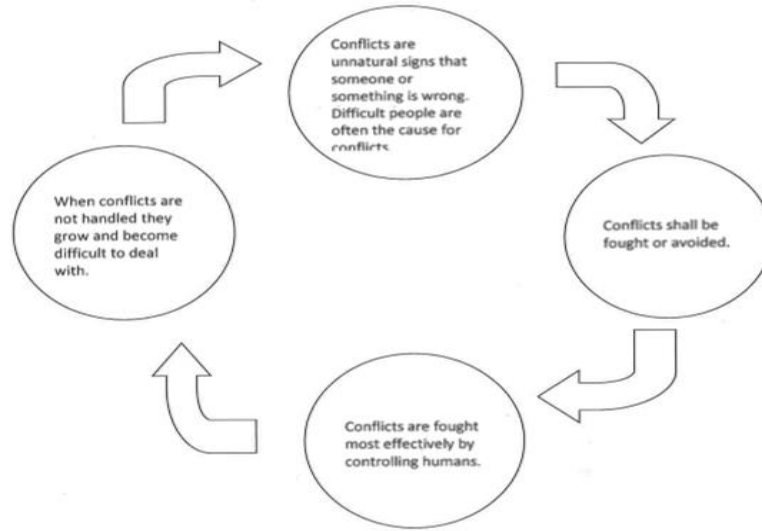
Empathy in



Blame in

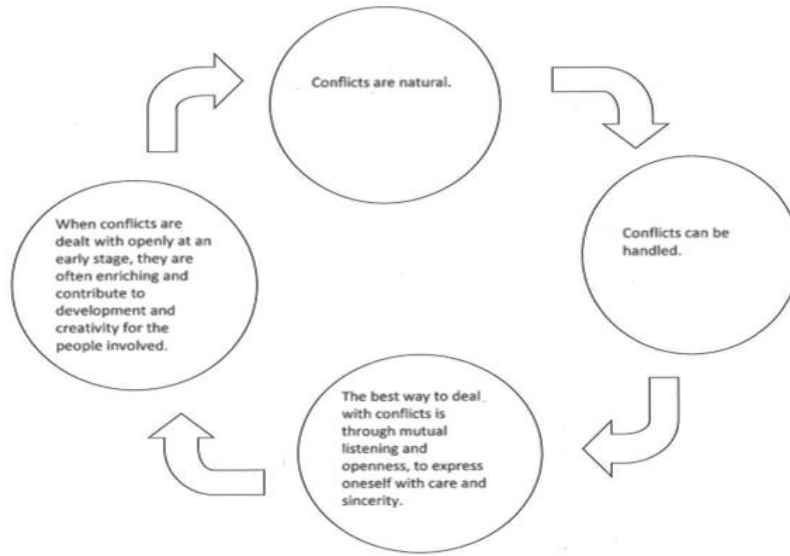
"Out beyond ideas of wrongdoing  
and rightdoing there is a field.  
I'll meet you there.  
When the soul lies down in that grass  
the world is too full to talk about."

[Rumi](#)



### A view of conflicts in domination systems

- Conflict is negative and bad.
- Therefore we should always try to avoid conflicts.
- Conflict is a sign that someone has done something wrong.
- Conflict is something that troublemakers or difficult people start, so we need to have effective ways to control people.
- Control and harmony are created by overcoming our opponent, and sometimes it must be done with some form of punishment or through violence or coercion.



### The view of conflicts in life-serving cultures

- Conflicts are natural and can be handled.
- Conflicts occur where there are strong values and dreams
- Conflicts can be enriching and can contribute in creating new ways to cooperate.
- Conflicts contribute most if they are handled by “win-win” methods.



# Restorative Justice History and Definitions

- Although the term “restorative justice” encompasses a variety of programs and practices, at its core it is a set of principles, a philosophy, an alternate set of “guiding questions.” Ultimately restorative justice provides an alternative framework for thinking about wrongdoing. *Zehr (2015)*
- Restorative justice is a way of looking at criminal justice that emphasizes repairing the harm done to people and relationships rather than only punishing offenders. *Zehr (1990)*
- In the modern context, restorative justice organized in the 1970’s as mediation or reconciliation between victims and offenders. The concept subsequently acquired various names, such as victim-offender mediation and victim-offender dialogue. *International Institute of Restorative Practices website (IIRP)*
- Restorative justice is reactive, consisting of formal or informal responses to crime and other wrong doing after it occurs.

## Two Different Views

### *Criminal Justice*

- Crime is a violation of the law and the state.
- Violations create guilt.
- Justice requires the state to determine blame (guilt) and impose pain (punishment).
- *Central focus: offenders getting what they deserve.*

### *Restorative Justice*

- Crime is a violation of people and obligations.
- Violations create obligations.
- Justice involves victims, offenders and community members in an effort to put things right.
- *Central focus: victim needs and offender responsibility for repairing harm.*

## RESTORATIVE SYSTEM BUILDING

***If we haven't consciously chosen a system, it is likely to be the one we inherited, which for many of us in the United States, is a retributive or punitive system.***

A variety of **restorative practices (see next slide)** that can be used and adopted by the community (school, church, family, workplaces) to:

- reduce violence and bullying
- improve human behavior
- strengthen community
- provide effective leadership
- restore relationships
- repair harm

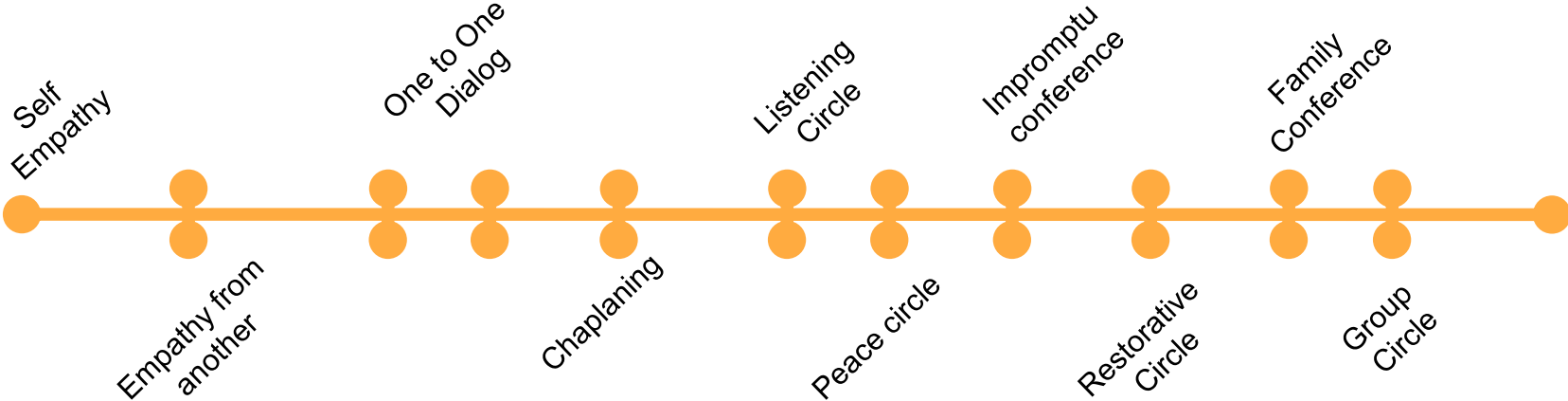
- Restorative Justice practices are a “response to harm” after the event.
- Restorative practices is an opportunity to build social resilience before harm occurs.

*We have a choice. We can "own" our conflicts and choose together how we wish to address them. What works? What doesn't work? How would we like it to be?*

# Restorative Practices Continuum

Informal

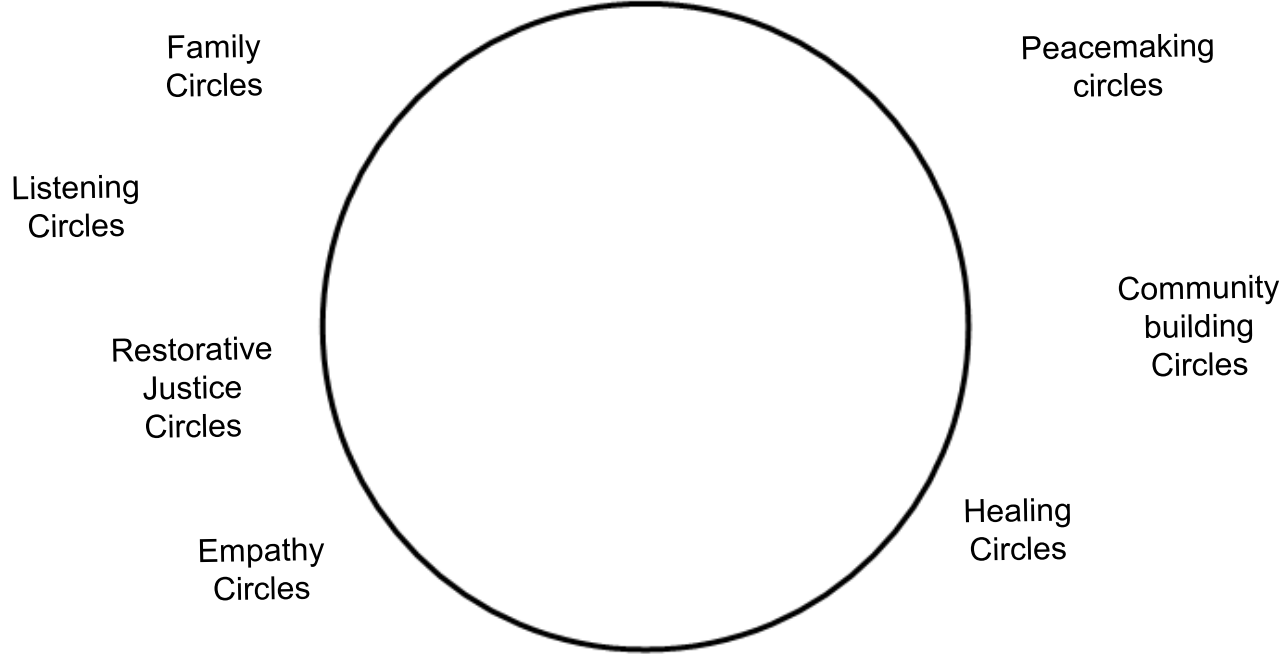
Formal



**Low  
Resources  
&  
Time**

**High  
Resources  
&  
Time**

# Circles



A circle is a versatile restorative practice that can be used proactively, to develop relationships and build community or reactively, to respond to wrongdoing, conflicts and problems. Circles give people an opportunity to speak and listen to one another in an atmosphere of safety, decorum and shared power. ~International Institute of Restorative Practices (IIRP) 2017

# Basic Elements of Circle Process

A Little Book of Circle Process, by Kay Pranis

- Opening and Closing
- Talking piece
- Time for Sharing
- Circle Keeper
- Consensus
- Agreed upon Guidelines
- Optional: Centerpiece, food, etc

Restorative Circles (RC) is a process for addressing conflict between people within the context of their community.

RC is a series of meetings among those involved in a conflict either directly, indirectly or structurally.

RC meetings rely on reflective listening to offer everyone an opportunity to speak and be heard.

RC is a process for

1. discovering the underlying unmet needs or concerns that trigger conflict and
2. facilitating holistic, transparent solutions for moving forward to meet needs and restore community.

## PRE CIRCLES

### Event

1. **What happened** (observable & specific)
2. **Listen** (meaning it has)
3. **Inform**
  - describe RC process
  - invite (who else needs to be there to resolve the conflict)
  - voluntary consent

Author

Receiver

Community

# RESTORATIVE CIRCLE

## MUTUAL UNDERSTANDING

**1**  
*What do you want the person to know about how are you doing now in relation to the event and its consequences?*

## SELF RESPONSIBILITY

**2**  
*What do you want the person to know about what were you looking for when you chose to act?*

## ACTION PLAN

**3**  
(to meet needs, restore & re-integrate)  
*What do you want to happen next?  
What would you like offer & to whom?  
What would you like to request & from whom?*

## POST CIRCLE

1. **What happened** (observable & specific)
2. **Listen** (meaning it has)
3. **how satisfied are we with the consequences of our actions?**

What do you want...?

What did you hear him/her say?

✓ Is that accurate?

✚ Is there anything else you'd like to say about that?

feel's  
thoughts  
needs  
- ego

# RESOURCES

Connecting Across Differences: Finding Common Ground with Anyone, Anywhere, Anytime

By Jane Marantz Connor and Dian Killian

Center for Non-Violent Communication at <https://www.cnvc.org/>

International Institute for Restorative Practices at <http://www.iirp.edu/>

Compassionate Communication Center of Ohio at <https://www.speakingpeace.org/>

Partners In Restorative Initiatives at <http://www.pirirochester.org/>

A Little Book of Circle Process by Kay Pranis

Tara Brach Meditation Resources

<https://www.tarabrach.com/meditation-relaxing-back-saying-yes/>