



Embodying NVC

Advanced Communication (NVC*) Training Program Prospectus

This Advanced Communication Program offers an in depth experiential learning environment with extensive coaching, support and feedback in between each 5 day residential training.

The program is designed to develop values, capacity, and behaviours, which are likely to support resourcefulness, team member collaboration, problem solving, support in diversity, and conflict resolution. The program includes regular self-assessment and a feedback process that enhances the learning opportunities, through ongoing practice and consolidation of the principles, applied on a day-to-day basis throughout the 8 months.

Structure of Program:

The 8-month program consists of the following:

- 3 x 5 day residential advanced communication, team building and conflict resolution trainings.
- Fortnightly one-on-one coaching sessions with a certified trainer, working on the specific issues being faced within their team and working environments including skill building and goal setting for the program (15 sessions).
- Regular phone sessions with a practice/empathy buddy to reinforce and improve skills.
- Access to full past and future library of webinars to improve learning.

What this Program Offers your Organisation — Research Studies:

These advanced communication skills (NVC) have been rigorously researched within a Fortune 500 company in the USA to significantly improve the productivity, ability, and influence of their top level managers. See Appendix A for more benefits shown in research.

Amongst the results were:

- 100% of participants reported increases in their own and other's efficiency.
- A 67-90% estimated reduction of time to resolve issues, with problem-solving time estimated as cut by 10-33%.
- Overall efficiency increased up to 80%, and minimally by 10%.
- A reduction in the number of meetings needed to address an issue was estimated at 50-80%. Actual staff meeting time was estimated to reduced by a further 50%.



Description of topics covered at each residential

5 Day June Residential

Deepening Effective Communication Techniques; understanding our personal responses to conflict.

- ~ Choosing understanding of needs as an alternative to judgmental responses. Supporting collaboration, team building through this understanding.
- ~ Becoming aware of our personal responses to conflict and the thoughts and triggers that stimulate withdrawal, attack and separation. Finding new, empowered responses that better support us in managing and collaborating in our team.
- ~ Creating sustainable workplaces. Managing from *inspiration* (impetus for action is coming from within each employee and therefore *creates* momentum and engagement) rather than *motivation* (where it takes endless attention, direction and effort to drive the behaviours we want).
- ~ Understanding and using the space between stimulus and response.
- ~ Getting to the crux of the issue quickly and efficiently by developing our capacity to listen with empathy, both to ourselves and others. Moving away from the conflict and toward the pivotal point of power that moves our organisation forward.
- ~ Recognising what disconnects us from our self worth, self-esteem, and self-acceptance and transforming these to find our effectiveness in every opportunity.
- ~ Developing the capacity to distinguish between my personal judgments of others, including my reactivity, (which will not support collaboration and engagement), to instead discern the critical issues to be addressed to move us toward our organisational objectives.

5 Day February Residential

From Conflict to Connection; Introducing Mediation Skills

- ~ Learning the core elements of the process of mediation.
- ~ Using inner mediation to resolve conflicts within myself, so I can be fully engaged in the actions I choose to take (and also take necessary actions for the things I choose *not* to proceed with).
- ~ Developing my management skills and the skills of my team by understanding the difference between dependence, independence and interdependence.
- ~ Creating interactions in alignment with our values instead of reacting to external events and people. Creating the space for collaboration.
- ~ Using the power of our differences to create positive change through a conflict-resolving approach.
- ~ Working with patterns, roles and rules; being with intense emotions - yours and others - including anger, shame, guilt.
- ~ Being able to calmly and genuinely respond to someone who is angry, and hear what is important to them *whilst* holding clear boundaries and creating a safe working environment.



Embodying NVC

5 Day October Residential

Integrating and Applying Effective Communication Principles (NVC) in the Workplace.

- ~ Using effective communication skills (NVC) to problem solve.
- ~ Giving and receiving feedback in a way that is constructive, specific, encouraging, and builds team collaboration.
- ~ Using appreciation within teams; its importance in building environments of engagement and trust and how to offer it in a way that is genuine and not manipulative.
- ~ Maximising the productivity and effectiveness of meetings including
 - speaking clearly from integrity,
 - expressing concerns in a constructive way,
 - making powerful requests,
 - being clear on the purpose of the meeting and your personal reason in attending,
 - supporting the engagement and time effectiveness of all members by assisting them to be clear on why they are there.
- ~ Getting clear agreements which people are more likely to fulfill.
- ~ Speaking up in challenging situations including when you are not the most senior person present.
- ~ Identifying and overcoming key challenges within teams including working with seemingly conflicting time demands.
- ~ Responding to the emotions of others in the workplace in a way that builds trust and productivity, without reactivity, whilst also being clear and moving forward on critical issues.
- ~ Making choices to be fully committed to the work I undertake by being aware of personal choice, power and contribution.

Qualifications:

At the conclusion of this program participants become a graduate of the Embodying NVC Consciousness 8 month program.

Training days in this program contribute towards International Centre for Nonviolent Communication (CNVC) certification however additional training is required to complete the qualification criteria. This program provides 11 days of training of the minimum 50 days required for certification assessment. Many of the activities within the program directly support preparation for certification, and some graduates begin offering trainings at the conclusion of the program. CNVC Certification is commonly a 3 - 5 year process; the exact timing and process is unique for each person.

At the end of the program participants may feel ready to share this work with colleagues. They will have materials to support them should they choose to do so.



Training Fees:

Full Program

- *Advanced Communication (NVC) Training \$ 5350* includes:*

- 3 x 5 day residential trainings.
- 15 x 45min one-on-one coaching sessions.
- Access to full past and future library of webinars to improve learning
- Weekly or fortnightly 1hr practice and support sessions with an allocated buddy to integrate practise.
- Manual, handouts and support materials.
- NVC workbook and training manual to deliver your own NVC training.

Single Training

- *Single 5-day residential training x 1 \$1645* .*

This includes the student materials but does not include the additional inclusions (listed above).

*Accommodation and meals additional to the tuition fee.

Approx \$550 per residential for basic level accommodation and all meals. GST included.

Policies:

Please see the Policies website page at <http://www.embodimentnvc.com/-questions/policies> for registration and payment deadlines, and cancellation and refund policies.

To Register:

Register online at <http://www.embodimentnvc.com/-register>

For More Information:

For more information phone the Administrator on 0409 579 671.

Or email admin@embodimentnvc.com.



Appendix A – Research Results Merck Pharmaceuticals

This program is similar in structure to a program conducted with a Fortune 500 company, Merck Pharmaceuticals (ranked #57 in USA's Fortune 500 companies), which was carried out with their top-level managers. In extensive independent research* after completing the training, Merck concluded the following:

- 100% of participants report increases in their and other's efficiency.
- A 67-90% estimated reduction of time to resolve issues, with problem-solving time estimated as cut by 10-33%.
- Overall efficiency increased up to 80%, and minimally by 10%.
- A reduction in the number of meetings needed to address an issue was estimated at 50-80%. Actual staff meeting time was estimated to be reduced by a further 50%.

Overall Participants reported:

- Quicker resolution of issues involving fewer people,
- Greater confidence in addressing diversity,
- Increased safety in taking risks,
- Greater enjoyment of work,
- Greater trust, clarity, alignment and accountability (with decisions 'sticking'), and a change from some issues never being resolved, to resolution.

*Research investment was independently carried out and cost over \$150,000 USD.
For further research results, contact admin@embodyingnvc.com.

Conclusion within Research Report:

The success of any business depends on people working together to accomplish tasks that support the organization in achieving its purpose. As documented in this study, this is most likely to occur when the quality of relationships and communication between people is high and individuals are thriving.