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Ageing Well

WP3/ A1 - Activity 2

Module D: Effective Ways to Communicate with the
Elders

HAPPSY

Lesson Plan 3: Non-Violent Communication





Lesson Plan 3: Non-violent communication

Objective:

The activities in this lesson plan aim to develop non-violent communication skills among participants, enabling them to express themselves and listen to others without hostility. They are structured to educate participants on the principles and applications of non-violent communication (NVC) across different settings. The first activity introduces the core aspects of NVC, emphasizing empathetic listening and expression without judgment, aimed at enhancing participants' communication skills. The second activity focuses on developing practical strategies to integrate NVC into daily personal and professional interactions, encouraging participants to create actionable plans. The final activity uses an infographic to specifically address applying NVC in communications with the elderly, highlighting the importance of empathy and tailored communication techniques. Overall, these activities are designed to provide a comprehensive understanding of NVC, foster practical application skills, and enhance participants' ability to interact effectively and respectfully, particularly with sensitive or vulnerable groups such as the elderly.

Duration: 60 minutes in total (including all activities)

Activities:

- Group Exercise – Understanding Non-Violent Communication (20 minutes)
- Plan Development – Plan Development – Incorporating Non-violent Communication in Daily Life (20 minutes)
- Infographic Analysis – Non-violent Communication with the Elderly (20 minutes)



Materials needed:

Activity 1

- A device capable of playing the video (e.g., computer, projector, speakers).
- Video on non-violent communication (Marshall Rosenberg's introduction-
<https://www.youtube.com/watch?v=DgaeHeIL39Y>)
- Whiteboard or flip chart and markers for noting down key points during discussions.

Activity 2

- Notepads and pens for each participant.
- Whiteboards or flip charts and markers for each group.
- Copies of a summary sheet of NVC principles (optional).

Activity 3

- An infographic that clearly illustrates NVC techniques tailored for communicating with elderly individuals.
- Projector and screen or printed copies of the infographic for each participant.
- Whiteboard or flip chart for group notes.
- Markers and note-taking materials.



Learning outcomes:

- o Participants will understand the principles of non-violent communication, recognizing its importance in fostering respectful and empathetic interactions.
- o Learners will improve their ability to express feelings and needs without judgment and listen empathetically, crucial for effective and respectful communication.
- o Participants will be equipped to apply NVC techniques in various settings, from personal relationships to professional environments, enhancing overall interaction quality.
- o Through NVC, participants will develop skills to handle conflicts constructively, aiming to resolve disputes without aggression and with mutual respect.
- o Participants will learn specific NVC techniques tailored for interactions with elderly individuals, promoting greater understanding and accommodation of their unique needs.
- o By analyzing infographics, learners will quickly assimilate effective communication techniques and understand how to apply them in real-life scenarios, particularly in caregiving contexts.

List of sources and references related to the activity (APA style):

Bay Area CBT Center (2024, August 1). NVC Communication: Understanding the Key Principles.

<https://bayareacbtcenter.com/nvc-communication-understanding-the-key-principles/>



Center for Nonviolent Communication, CNVC (2024, March 26). Fostering Hope, Understanding and Peace - A Brief Introduction to NVC with Marshall Rosenberg [Video]. YouTube. <https://www.youtube.com/watch?v=69thYD-0Hlc>

Kashtan, I. & Kashtan, M. (n.d.). Basics of Nonviolent Communication. Bay Area Nonviolent Communication. <https://baynvc.org/basics-of-nonviolent-communication/>

Nunes, P. H. A., da Silva, C. V. R., Palhares, C. V. T., Gonçalves, G. K. N., & de Lourdes Freitas, C. M. (2023). Nonviolent Communication and its effects on the caregiver-elderly relationship: A literature review. Caderno de ANAIS HOME.

Rosenberg, M. B. (2015). Nonviolent Communication: A Language of Life: Life-Changing Tools for Healthy Relationships (3rd ed.). PuddleDancer Press.

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Lesson Plan 3: Non-Violent Communication

Activity 1: Understanding Non-Violent Communication

Group Activity



ACTIVITY 1

Title of the activity: Group Activity – Understanding non-violent communication

Short description of the theoretical context of the activity:

Non-violent communication (NVC) is a communication method developed by psychologist Marshall Rosenberg. It focuses on empathetic listening and speaking and aims to foster understanding and meet the needs of all parties involved without causing emotional harm. NVC is centered around expressing feelings and needs openly and without judgment, making requests instead of demands, and cultivating mutual respect and understanding.

Aims and objectives of the activity:

- To educate participants on the principles of non-violent communication and explore its application in everyday interactions..
- To understand the fundamental components of NVC, including expressing feelings and needs clearly and listening empathetically.
- To identify and discuss practical applications of NVC principles in personal and professional settings.
- To enhance communication skills by practicing empathy and clear, non-judgmental expression.

Materials Needed:

- A device capable of playing the video (e.g., computer, projector, speakers).
- Video on non-violent communication (Marshall Rosenberg's introduction-<https://www.youtube.com/watch?v=69thYD-0Hlc>)



- Whiteboard or flip chart and markers for noting down key points during discussions.

Duration of the activity: 20 minutes

Description of the process of the activity:

Step 1: Briefly introduce the concept of non-violent communication to the participants, highlighting its importance in fostering healthier interactions. Explain what the video will cover and what they should look out for.

Step 2: Play the video. Ensure all participants can see and hear the video clearly to maximize understanding and engagement.

Step 3: After watching the video, facilitate a discussion using the following questions:

- Key Principles: What are the key principles of non-violent communication identified in the video?
- Daily Interactions: How can these principles be applied in daily interactions? Discuss specific scenarios where NVC might be beneficial.

Step 4: Sum up the key points discussed. Encourage participants to think about how they can incorporate NVC into their communication strategies going forward.

Variations of the activity, if any:

The instructor can find and share other videos on Non-Violent Communication.



Tips and recommendations:

- Stress the importance of listening carefully during the video and discussion, as understanding NVC requires a deep appreciation of the perspectives of others.
- Create an environment where participants feel comfortable sharing personal experiences and opinions, which can enhance the learning experience for everyone.
- Offer additional resources (books, articles, or online courses) for those interested in exploring NVC further.

List of sources and references related to the activity (APA style):

Center for Nonviolent Communication, CNVC (2024, March 26). Fostering Hope, Understanding and Peace - A Brief Introduction to NVC with Marshall Rosenberg [Video]. YouTube. <https://www.youtube.com/watch?v=69thYD-0Hlc>

Nunes, P. H. A., da Silva, C. V. R., Palhares, C. V. T., Gonçalves, G. K. N., & de Lourdes Freitas, C. M. (2023). Nonviolent Communication and its effects on the caregiver-elderly relationship: A literature review. Caderno de ANAIS HOME.

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Lesson Plan 3: Non-Violent Communication

Activity 2: Incorporating Non-violent Communication in Daily
Life- Plan Development

Group Activity



ACTIVITY 2

Title of the activity: Plan Development – Incorporating Non-violent Communication in Daily Life

Short description of the theoretical context of the activity:

Non-violent communication (NVC) provides tools for individuals to engage in conversations constructively and empathetically, aiming to resolve conflicts and communicate without aggression. This approach is particularly valuable in personal and professional settings where effective communication is crucial to fostering understanding and cooperation. By focusing on feelings, needs, and compassionate dialogue, NVC helps in building relationships based on respect and mutual satisfaction.

Aims and objectives of the activity:

- To develop practical strategies for integrating non-violent communication into daily interactions.
- To brainstorm and identify ways NVC can be applied in participants' personal and professional lives.
- To create actionable plans that incorporate key NVC principles.
- To enhance participants' ability to communicate empathetically and effectively.

Materials Needed:

- Notepads and pens for each participant.
- Whiteboards or flip charts and markers for each group.



- Copies of a summary sheet of NVC principles (optional).

Duration of the activity: 20 minutes

Description of the process of the activity:

Step 1: Briefly recap the key principles of non-violent communication. Outline the task: each group will develop a simple action plan to integrate NVC into their daily lives, focusing on both personal and professional contexts.

Step 2: Divide participants into small groups. Each group brainstorms how to apply NVC principles effectively in different scenarios they commonly encounter. Encourage them to think of at least three specific, actionable strategies, such as:

- Expressing Needs Clearly: Examples of how to express personal needs without blame or judgment in family or team meetings.
- Active Listening: Methods for practicing active listening in conversations to ensure all parties feel understood.
- Empathetic Response: Techniques for responding empathetically to others' feelings and needs in conflict situations.

Step 3: Each group formulates a concise action plan that outlines how they will implement their chosen strategies. They should consider any potential challenges and how they might overcome them.

Step 4: Allow each group to present their plan to the class. This provides an opportunity for feedback and further refinement based on input from peers and instructors.



Tips and recommendations:

- Encourage participants to be specific. The more detailed and specific the plans, the more likely they will be effective when put into practice.
- Ensure that the strategies developed are practical and realistic, taking into consideration the unique circumstances of each participant.
- Offering examples can help groups get started and think creatively about how they can apply NVC principles.

List of sources and references related to the activity (APA style):

Bay Area CBT Center (2024, August 1). NVC Communication: Understanding the Key Principles.

<https://bayareacbtcenter.com/nvc-communication-understanding-the-key-principles/>

Kashtan, I. & Kashtan, M. (n.d.). Basics of Nonviolent Communication. Bay Area Nonviolent Communication. <https://baynvc.org/basics-of-nonviolent-communication/>



Summary Sheet of NVC Principles

Non-Violent Communication (NVC), developed by Marshall Rosenberg, is a communication approach that focuses on fostering compassion and cooperation through understanding and expressing needs clearly and respectfully. Here's a summary of its core principles:

- o **Observations:** Start communication by observing what is happening without evaluation or judgment. This involves describing specific actions or situations as they are perceived, without attaching labels or criticism.
- o **Feelings:** Express how these observations affect your emotional state. It's important to differentiate feelings from thoughts or interpretations. Expressing genuine feelings helps create empathy and understanding.
- o **Needs:** Identify and articulate the underlying needs or values that are connected to the feelings you've expressed. In NVC, needs are universal and recognizing them helps foster deeper connections and mutual respect.
- o **Requests:** After expressing feelings and needs, make clear and specific requests rather than demands. These requests should be actionable and present positive actions others can take to contribute to meeting the expressed needs.

The goal of NVC is to improve the quality of relationships by encouraging honesty and empathy, creating an environment where everyone's needs can be met through compassionate giving. This method can be used in personal relationships, professional settings, and conflict resolution to promote understanding and peaceful interactions.



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Lesson Plan 3: Non-Violent Communication

Activity 3: Non-violent Communication with the Elderly-
Infographic Analysis

Group Activity



ACTIVITY 3

Title of the activity: Infographic Analysis – Non-violent Communication with the Elderly

Short description of the theoretical context of the activity:

Using infographics to explore non-violent communication (NVC) principles tailored to interactions with elderly individuals combines visual learning with targeted communication strategies. NVC focuses on empathy, compassion, and mutual respect, which are crucial when communicating with older adults, who may have specific emotional or physical needs. Analyzing these principles through an infographic helps learners quickly assimilate effective techniques and understand their practical applications.

Aims and objectives of the activity:

- To dissect and understand an infographic that delineates non-violent communication techniques suitable for interactions with the elderly.
- To identify key NVC principles applicable to elderly care and communication.
- To discuss and internalize visual information as it applies to real-world interactions.
- To enhance sensitivity and adapt communication methods to the needs of older adults.

Materials Needed:

- An infographic that clearly illustrates NVC techniques tailored for communicating with elderly individuals.
- Projector and screen or printed copies of the infographic for each participant.



- Whiteboard or flip chart for group notes.
- Markers and note-taking materials.

Duration of the activity: 20 minutes

Description of the process of the activity:

Step 1: Present the infographic to the group, explaining that it contains key strategies for applying non-violent communication in interactions with elderly individuals. Outline what NVC is and why it is particularly important in the context of elderly care.

Step 2: Give participants time to individually examine the infographic. Ask them to note down key elements, any new information they learn, and points they find particularly relevant or surprising.

Step 3: Lead a discussion based on the participants' observations and notes. Key questions to guide the discussion might include:

- What NVC principles are highlighted in the infographic?
- How can these principles be applied in daily interactions with elderly individuals?
- What challenges might arise when applying these techniques and how can they be overcome?

Step 4: Summarize the key insights and reinforce the importance of adapting communication to meet the emotional and cognitive needs of elderly individuals.



Tips and recommendations:

- Ensure that all participants are engaged by asking direct questions and encouraging them to share personal experiences or insights.
- Acknowledge that cultural differences might influence how communication strategies are received and perceived by elderly individuals.
- Offer further reading or resources for those interested in deepening their understanding of NVC, especially in the context of elderly care.

List of sources and references related to the activity (APA style):

Bay Area CBT Center (2024, August 1). NVC Communication: Understanding the Key Principles.

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Center for Nonviolent Communication, CNVC (2024, March 26). Fostering Hope, Understanding and Peace - A Brief Introduction to NVC with Marshall Rosenberg [Video]. YouTube. <https://www.youtube.com/watch?v=69thYD-0Hlc>

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Infographic on Non-Violent Communication with the Elderly

