

Nonviolent Requests Guide Instructions

WHAT IS IT?

The Nonviolent Requests Guide is a conflict resolution tool. It helps formulate point of views without blaming or criticizing the other part(s). This creates an opportunity for dialogue, conflict resolution and a safer team climate. When necessary, the result of the conversation is subsequently formalized as new rules of the game in a Team Contract.

Key benefits

- **Express disagreement constructively** — share your view without blaming or criticizing.
- **Resolve conflicts** — create a win-win context.
- **Strengthen relationships** — contribute to a safer team climate.



HOW IT WORKS

According to psychologist Marshall Rosenberg, a nonviolent, non-attack statement is composed of four consecutive parts.

1. **Observations:** the concrete actions we observe that affect our well-being;
2. **Feelings:** how we feel in relation to what we observe;
3. **Needs:** the needs, values, desires, and so forth that create our feelings;
4. **Requests:** the concrete actions we request in order to enrich our lives.

EXAMPLE: ATTACK VS. NONVIOLENT STATEMENT

Attack:
"Do you ever say thank you?"

Nonviolent statement:

1. When you do (*compliment everyone in the team but me*),
2. I feel (*disappointed*).
3. My need is (*that my work is appreciated*),
4. Would you please (*help me understand if something is wrong with me*)?

To convey feelings and needs more accurately, the guide proposes lists designed by the Center for Nonviolent Communication and a template to formulate the request.



Formulation Aids
A list of unsatisfied feelings and needs for a more accurate description.

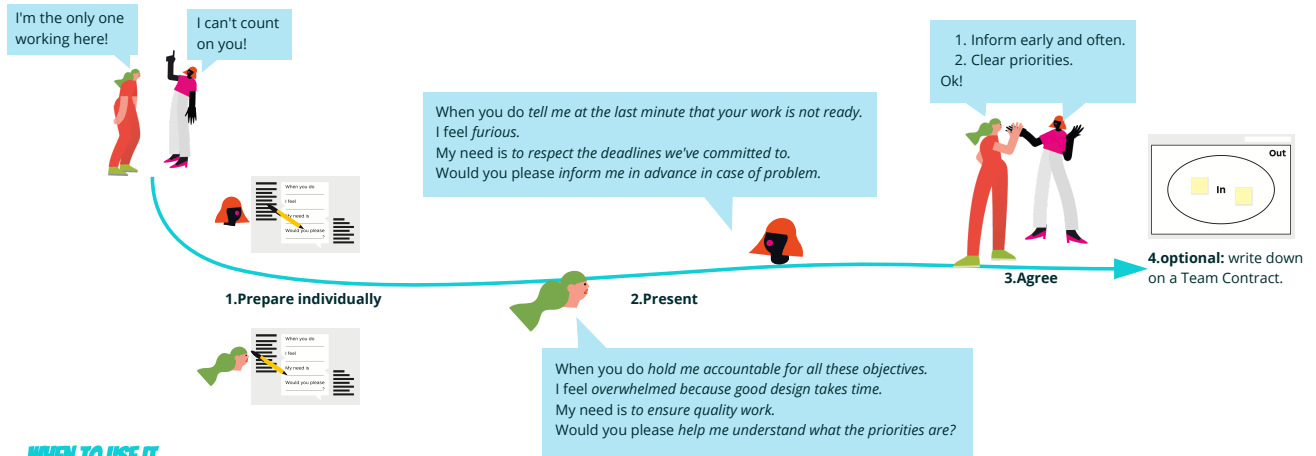
The Request
A template to prepare the nonviolent request.

IN PRACTICE

- For **minor conflicts:** book jointly 30 minutes of quality time and follow the steps.
- For **more severe conflicts:** let a **neutral third party** do the facilitation of this exercise for you, that will lower the risk of conflict escalation.
- This template is built for two participants. Add as many Nonviolent Requests Guides on your board as there are participants who are in disagreement. Steps 3 and 4 are longer with more participants.
- If you choose to finalize with a Team Contract, more instructions are available in the Team Contract template.

Steps

1. **Prepare** your requests individually using the Nonviolent Requests Guide (5 min.)
2. **Present** to each other (2 min. each)
3. **Agree** on how to improve the situation for both (10-15 min.)
4. If necessary, **write down** the new rules of the game on a Team Contract and share a picture (10-15 min)



WHEN TO USE IT

When emotions run high with a colleague or in the team. For example: perceived lack of support, poor quality of deliverables, unannounced delays, unfair criticism, too much pressure for results, etc.

DISCOVER MORE



Excerpt from:
[High-Impact Tools for Teams](#)
by Stefano Mastrogiovanni and Alex Osterwalder
5 Tools to Align Team Members, Build Trust, and Get Results Fast
Wiley | Strategizer Series, 2021

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Illustrations by [Severine Assous](#)



DOWNLOAD THE TEMPLATE

<https://www.teamalignment.co/tools>