

Non-Violent Communication

Exercises

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How could you separate observation from evaluation?

- Example: You are too strict. -> When I see you marking all the typos, I *think* you are being too strict.
- Diana won't ask for help when she needs it.
- If you don't run the tests, you will not find the bugs.
- John rejected my PR for no reason.
- Sam didn't ask me to review his code.
- Janice works too much.
- My colleague complains when I talk to him.

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Identifying Needs – What is the underlying need that is (not) met in the statements

- Example: I feel frustrated when you send your PR for review late afternoon.
-> I feel frustrated when you send your PR for review late afternoon because then I do not have enough time to review it on the same day.
- You irritate me when you send my PR to my manager for review.
- I feel disappointed because you said you would look at the PR and you didn't.
- I'm discouraged because I would have liked to have progressed further in my work by now.
- Little things people say during code review sometimes hurt me.
- I feel scared when you raise your voice.

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Making Requests: Example

- Use Positive Action Language
 - I wish you wouldn't take so long for the pull request. -> [Could you send me you code review feedback before lunch?](#)
- Use Clear, Concrete Language
 - Would you please take some responsibility? -> [Would you be willing to mentor the new hire?](#)
- Make Conscious Requests: Be clear about what you want right now
 - I'm annoyed that you forgot to merge the pull request yesterday. -> [Would you be willing to go handle the merge conflicts for this pull request?](#)

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Making clear, positive, action requests.

- I want you to understand me.
- I want you to stop rejecting my code reviews.
- I want you to have my back.
- I'd like you to tell me one thing that you appreciate about this PR.
- I'd like you to feel more confidence in yourself.

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Conflict situation

- Think about a recent or (predominant) conflict situation.
- Identify your **own** feeling, needs, and requests.
- Identify the feelings, needs, and requests of the **other** party.
- Observation: When I see that _____
- Feeling: I feel _____
- Need: because my need for _____ is/is not met.
- Request: Would you be willing to _____?

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