

Update

October 2010

Nonviolent Communication and Conflict

By Holly Michelle Eckert

One of the things I enjoy about Nonviolent Communication is how the key concepts can be broken down into extremely simple ideas. While I'm sure that there are many long-winded, fancy and technical explanations about the root of conflict, NVC philosophy can tell you in just seven words: All conflict happens on the strategy level.

Any two people (or any two groups) are in conflict because they are discussing their wants. "I want to get a new car," the wife says. "I think we should fix the one we already have," the husband replies.

"We want to add this clause to our group's proposal," one side says. "We want to submit the proposal without the clause," the other argues.

Conversations about "wants" easily turn into arguments. But what can easily evolve arguments into true dialogues where win-win solutions arise is **TAKING THE CONVERSATION DEEPER**.

Understanding the motivations behind wants nearly always opens up creativity on both sides. And NVC gives us a fabulous tool to understand the motivations: Universal Needs.

Understanding the Universal Needs driving any "want" gives us a positive appreciation for the other person's point of view.

It would be of benefit for the aforementioned husband to know that the wife wants a new car for safety (doesn't want to get stranded with the kids in the car), for ease (doesn't want to worry



Evan Gorsline and Holly Michelle Eckert

about scheduling car fixing appointments) and for creativity (wants to rely on transportation to get to work where she expresses her ideas).

And it would be great for the wife to know that the husband wants to continue to use the current car for safety (wants to save up more money and buy a better new car in the future rather than a cheap

one now), for learning (loves the challenge of fixing the old one) and for ease (doesn't want to go through the car search at this point).

Being heard and understood will decrease desperation and stubbornness and open each person to hearing the other. At this point, there is no longer an argument, but rather, an opportunity to create a solution that works for everyone.

Perhaps the couple will keep the old car, but the wife will use the husband's car whenever her car is awaiting repair. Perhaps they will keep the old car, but rent a vehicle for her to use by the day whenever she is taking the kids out of town.

Perhaps they will buy a new car, but keep the old one so the husband will still have an opportunity to learn about car repair. Perhaps they will buy a new car, selling some items in storage so they can get one of better quality.

So whenever you are stuck in an argument, please invite yourself to drop to a deeper level with the question: What is motivating both of our positions?

Holly Michelle Eckert is a certified trainer with the global Center for Nonviolent Communication and the NVC Online Academy. Since 2001, she has worked with thousands of participants in her Radiant Relationships seminar series, led women's retreats, taught in prison and provided communication coaching for families and individuals. In 2008, Holly founded the Nonviolent Communication Training Center of North Seattle. Her first book, *Graduating from Guilt*, was published in spring, 2010. Holly teaches Nonviolent Communication in the liberal studies program at Antioch University.

Evan Gorsline got his first taste of Nonviolent Communication in 2005 when he attended a training with Marshall Rosenberg. He facilitates a bi-weekly practice group dealing in the basic skills of NVC and how to use it in one's own voice, as well as private sessions in communication coaching. Evan has had a life long interest in conflict resolution as well and has recently finished Basic Mediation Training through Antioch University and the Dispute Resolution Center and is continuing on to receive his Professional in Mediation Certification.



BNMP launches Parent Teen Conversations Workshops

After conducting a needs assessment with multiple agencies involved in teen issues, BNMP has decided to offer a new service: Parent Teen Conversations Workshops. These workshops will explore intergeneration issues and help build communication skills. They will be offered on the evening of the first Monday over every month starting in October. Thanks goes to Jenny Winkler for her excellent work on the needs assessment and in developing the curriculum.

October In-Service Training: Nonviolent Communication and Mediation

Tues. Oct.19th, 6:30-8:00 p.m. in Rm. 1E-112

(For both Parent-Teen and Neighborhood programs)

Please join us for an informative training on nonviolent communication and how we can bring it into our mediation work. We welcome trainer Evan Gorsline from the Nonviolent Communication Center of North Seattle. (See his bio at left.) He will be focusing on how to use the skills in mediation work. There will be time for questions.

To RSVP email gjones@bellevuewa.gov
or call 425-452-4091

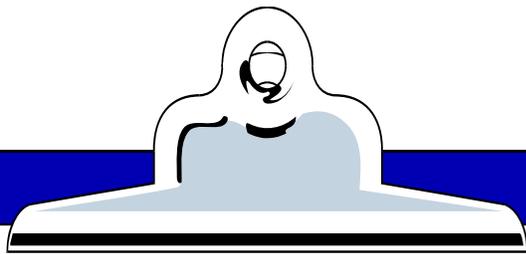
VOLUNTEER NEWS

Welcome New Conciliators:

Jim Larsen
M. L. Kellogg
Nickhath Sheriff
Stephen Creighton

Mediation and the Foreclosure Crisis

Across the country rates of residential foreclosures have been very high for the last couple of years, and the crisis seems likely to be with us for a while. In response, many States have established foreclosure mediation programs, where lenders and homeowners sit down with a mediator to explore if it is possible to rework the terms of the mortgage. Several programs, for example in Connecticut and Nevada, have had many successes. Here in Washington State, a bill was introduced last year to start a similar program. Although the bill did not pass last year, there are plans to reintroduce it. Anyone interested in learning more should talk to Andrew at 425-452-5288.



Parent—Teen Update

By
Gwen Jones

We've gotten off to a good start for this school year and have already scheduled new cases for mediation, giving some of you the opportunity to observe.



I want to remind everyone that on Thursday, October 7th from 7 to 9 pm, we're inviting families of our volunteers to "Family Night" so they can learn more about the program. Cathy Goldman is going to be there, so it will be a lot of fun.

And on October 12th, Glenn Hasslinger from the Bellevue School District will talk to us about "The BECCA Bill; What we Need to Know." Then on the following day, Wednesday, October 13th, we have a short training from 2:00 pm to 3:30 pm for anyone who wants to help with Truancy Workshop facilitation. This activity will give you an opportunity to practice your mediation skills until you are able to begin observing actual mediations. All new volunteers are encouraged to attend this training and to sign up to facilitate at the Truancy Workshops.

Stay tuned for more information about our newest activity: Parent-Teen Communication Workshops. We're going to offer a training in the near future for those who want to help.

BNMP Training Opportunities For Mediators and Conciliators

Parent-Teen In-Service Trainings:

Family Night: An Orientation to Mediation
with Cathy Goldman
Thurs. Oct. 7th, from 7-9 PM in Rm 1E-120

BECCA Bill and Beyond
with Glenn Hasslinger, Bellevue School District
Tues. Oct. 12th, from 6-8 PM in Rm 1E-112

Truancy Facilitation Training
with Andrew Kidde
Wed. Oct. 13th, from 2-3:30 PM in Rm 1E-112

Joint Neighborhood Parent-Teen In-Services:

Nonviolent Communication and Mediation
with Evan Gorsline
Tues. Oct. 19th, from 6:30-8 PM in Rm 1E-112

Panel Discussion: Homeowner's Associations
November, Date TBD

Celebration of Conflict Resolution Day and the WMA's 25th Anniversary:

Party and Fundraiser
to celebrate the WMA's 25th anniversary
(together with King County DRC)
Wed. Oct. 20th at 6:00 PM
at the Good Shepherd Center Chapel
4649 Sunnyside Avenue N, Seattle

Program Staff:

Program Co-Manager:	Cheryl Cohen	-	452-5222
Program Co-Manager:	Andrew Kidde	-	452-5288
Program Assistant	Gwen Jones	-	452-2897
Parent-Teen Coordinator:	Cathy Goldman	-	452-4091

City of Bellevue website: <http://www.bellevuewa.gov>
(Look for the Mediation Program under "Neighborhood Information")

Volunteer Profile:

Weina Chen



As a freshman, receiving strange notes to your classroom in high school was a big deal -- it meant you were probably in trouble. But when I was delivered a note to attend an informational session on the Bellevue Parent-Teen Mediation program, I was much surprised (and relieved). And such was the start of my journey into the world of mediation! This Parent-Teen program has taught me so much about communication in all settings as well as life skills to keep. I have found that the techniques taught and used in mediation are so helpful, and facilitate conversations much more easily than yelling. I am so honored and happy that I was presented with this opportunity. Unfortunately as I begin my senior year at Newport High School, I also begin my last year with the Parent-Teen Program. I wish all incoming mediators the best of luck, the most patient patience, and the advice to not eat the mediator.

**BELLEVUE
NEIGHBORHOOD MEDIATION PROGRAM**

City of Bellevue Department of Planning and Community Development
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