

PRESENTATION AT NOV. 8, 2022 PRESBYTERY ASSEMBLY MEETING

NON-VIOLENT COMMUNICATION: A TOOL FOR NAVIGATING DIFFICULT CONVERSATIONS

By

Chris Pickett, M.Div., M.A., LCPC, CADC

Midwest Ministry Development Service



Chris has been an ordained minister since 1982 and served the Villa Park Covenant Church for 6 years after completing his M.Div. in 1981. During his time there, he became involved in helping those with substance use disorders and mental illness in the community. After completing a Clinical Pastoral Education residency (1987-1988) where he also trained as an addictions counselor, he began working with Parkside Lutheran Hospital and the addictions treatment program. After 12 years of working with addicts and alcoholics, he accepted a position as counselor with Midwest Ministry Development Service doing career counseling and assessment. Through his work with Midwest, Chris has gained significant experience working with ministers in times of crisis as well as in developing strategies for working through very difficult and conflictual situations. He is adept in helping ministers understand their personality traits and developing leadership

strategies that are comfortable and effective for them. Chris also has a small private practice with Barrington Behavioral Health and Wellness where he sees clients for anxiety, substance use disorders, marital and couples counseling and anger management. In April of 2020 Chris moved to semi-retirement, continuing to periodically work with Midwest while maintaining a small practice at Barrington Behavioral Health and Wellness.

Chris is married and has two adult children and three grandsons and a granddaughter on the way. He has been described as warm, caring, compassionate and helpfully engaging. His hobbies include reading mystery novels, woodworking, boating and sailing. He and his wife are actively involved in the Ridgely Crystal Lake Presbyterian Church.

For More Information, contact Chris at: jcp2x@sbcglobal.net

Chris's Power Point is available for your church use: Contact us – office@blackhawkpresbytery.org



Non-Violent Communication: A Tool for Having Difficult Conversations

As Christians we seek to emulate Jesus, to follow a path of seeking to understand others and recognize that both human and divine exists within each of us. Non-violent Communication starts with having empathy and compassion for both others as well as us.

Principles of Non-Violent Communication

1. Observe without Judgement

- What are my thoughts about what I am seeing?
- What behaviors am I seeing in the others?

2. Become Aware of Feelings

- What are my emotions in the moment?
- What are the feelings I am experiencing?
- What might the other(s) be feeling in this demanding situation?

3. Identify Unmet Needs and Ask for What you Need

- Why am I responding this way? (My needs are unmet because of past experiences/injustices?)
- Ask questions of the other(s) to learn why he is responding that way? (his/her unmet needs)
 - How can my needs be met?
 - How can I be empathetic with the others in a way that is compassionate and non-violent?
 - How can I encourage others to be empathetic in a way that is compassionate and non-violent?

Ways to Respond to Confrontation

1. Blame yourself – “It’s all my fault”
2. Blame other(s) – “It’s all your fault”
 - i. Note: Both are simplistic and can result in violence to yourself or others*
3. Sensing your own feelings and needs and becoming more empathetic and less judgmental of yourself. Learn while being gracious and forgiving as we are God’s children.
4. Sensing the feelings and needs of others and responding with empathy by tapping into the love of God we sense for others. Differentiating between behavior and the person.

Keys to Empathy

1. Seek to understand what the other is feeling, especially when the conversation gets heated.
2. Stay curious and be courageous
3. Remember anger is a secondary emotion...It can be helpful to explore what is causing the anger (rejection, disrespect, frustration, anxiety, depression, grief, loss, etc. in yourself and in the other(s)).
4. Remember to use humor constructively when possible.

Feelings Inventory

Developed by Marie Miyashiro

Sad

Ashamed
Blue
Brokenhearted
Depressed
Disappointment
Fragile
Helpless
Hurt
Lonely
Miserable
Numb
Vulnerable

Glad

Delighted
Eager
Encouraged
Excited
Happy
Hopeful
Inspired
Optimistic
Proud
Relieved
Satisfied
Thrilled

Mad

Agitated
Angry
Annoyed
Bitter
Disgusted
Enraged
Frustrated
Furious
Impatient
Irate
Jealous
Pessimistic
Resentful

Tired

Burned Out
Distracted
Exhausted
Fatigued
Flat
Frazzled
Hopeless
Indifferent
Lethargic
Off Center
Restless
Weary

Worried

Alarmed
Anxious
Concerned
Disturbed
Guarded
Nervous
Overwhelmed
Panicky
Scared
Shocked
Suspicious
Tenses
Terrified
Wary

Confused

Cautious
Conflicted
Doubtful
Hesitant
Puzzled
Skeptical
Torn
Troubled
Uncomfortable
Uneasy
Unsettled
Unsure

Calm

Absorbed
Awed
Blissful
Comfortable
Confident
Content
Fulfilled
Loving
Peaceful
Relaxed
Secure
Serene

Friendly

Appreciative
Cordial
Fondly
Grateful
Open
Receptive
Sensitive
Social
Tender
Trusting
Warm
Welcoming

Excited

Adventurous
Amazed
Creative
Curious
Energetic
Engaged
Exhilarated
Fascinated
Free
Inspired
Interested
Intrigued
Invigorated
Passionate

Basic Needs We All Have

Autonomy

Choosing dreams/goals/values

Choosing plans for fulfilling one's dreams, goals values

Celebration

Celebrating the creation of life and dreams fulfilled

Celebrating losses: loved ones, dreams, etc. (mourning)

Integrity

Authenticity, Creativity,

Meaning, Self-worth

Interdependence

Acceptance, Appreciation,

Closeness, Community, Consideration,

Contribution to the enrichment of life

Emotional safety, Empathy,

Honesty (the empowering honesty that enables us to learn from our limitations),

Love, Reassurance, Respect, Support, Trust, Understanding

Physical Nurturance

Air, Food, movement – exercise, Shelter, Water

Protection from life-threatening forms of life: viruses, bacteria, insects, predatory animals or humans

Rest, Touch, Sexual expression

Play

Fun, Laughter

Spiritual Communion

Beauty, Harmony, Inspiration, Order, Peace

From “*Non-violent Communication*” by Marshall B. Rosenberg, page 232