

Tips for Mindful NVC in Conflict Resolution

For all conflict resolution, whether with a resident, family member, staff, or physician, nonviolent communication (NVC) is a valuable tool that can support respectful dialogue and lead to more positive outcomes.

- 1 Be kind to yourself. When you're upset, focus on identifying your needs and finding healthy ways to meet them, instead of placing blame on yourself or others.
- 2 Make sure you care about others' needs as much as your own.
- 3 Listen to what others are feeling and needing before you agree or disagree with them.
- 4 Don't jump to educating others or talking about solutions before understanding each other's needs.
- 5 Think about why you can't say "Yes" instead of just saying "No."
- 6 Don't judge or criticize others; share your feelings and needs instead.
 - Example: *"You're always behind on your documentation, it's unprofessional."* vs *"I felt concerned when I saw the delay in documentation as timely notes help ensure we provide safe, coordinated care."*
- 7 Ask for things nicely, don't make demands.
- 8 Say what you want someone to DO, not what you DON'T want them to do.
 - Example: *"Stop interrupting me while I'm seeing residents."* vs *"Please write down non-urgent updates and share them with me after I've finished rounds."*
- 9 Tell people what actions you want them to take, not what you want them to be.
 - Example: *"I need you to be nicer to the residents."* vs *"When speaking with residents, please use a calm tone and take a moment to explain what you're doing. That helps them feel more comfortable and respected."*
- 10 Show gratitude by telling someone how their actions helped you, instead of just praising them.