

# The CNVC Trainer Certification Process

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# I GENERAL INFORMATION

## i. An Introduction to the Certification Process

We appreciate your interest in the procedures for becoming a Certified Trainer with the *Center for Nonviolent Communication (CNVC)*™, and trust that what follows will add clarity and connection to the CNVC certification program.

### The Purposes for CNVC Trainer Certification

*CNVC* is committed to a vision of a critical mass of people using *Nonviolent Communication (NVC)*™ throughout the world. A strong community of qualified trainers will play an important role in the realization of this goal.

As you consider your decision to start on the path toward certification, we would like you to appreciate that the assessors have the clear intention to carry out their roles in a spirit of mutual respect and shared power. We share the challenge with you to engage in an assessment process within a new paradigm of partnership and "power with," rather than domination and "power over." We all have choice to interpret the certification process as coming from a domination perspective or to see it as an opportunity for partnership.

Many candidates who become aware of this choice and are able to integrate its meaning have found transformative learning for themselves in the process. As assessors we are constantly learning how to better contribute to a mutual process that values everyone's needs.

We want to emphasize that the *Center for Nonviolent Communication*™ has a unique perspective in offering certification that may be different from the assumptions some candidates start with. For *CNVC*, certification is a validation and celebration of a new colleague joining our community. **It is not a permanent credential like a diploma, but needs be renewed each year to stay in effect.** In essence, it is an annual renewal of your commitment to the organization.

*CNVC* has two long-term goals for the certification process. One is to create a community of trainers who want to work with *CNVC* to fulfill our vision. The second is to ensure that the next generation and succeeding generations are taught *NVC* in a way that preserves and protects the integrity of the *NVC* process.

*CNVC* Certification Candidates have expressed the following goals: connection to *CNVC*, contribution to our vision, credibility, mutual support and personal growth.

## **An Overview**

Whether or not you decide to pursue *CNVC* certification, we hope that your enthusiasm for spreading and sharing *NVC* will continue. The "[Guidelines for Sharing NVC for Individuals Who Are Not CNVC Certified Trainers](#)" is offered for your information. We request that you follow these guidelines, or contact the Certification Program Support representative in the office at [certification@cnvc.org](mailto:certification@cnvc.org) for further discussion. To see the certification process overview in outline form or detailed flowchart form, please see "addendum" section.

To create a lasting and effective *CNVC* community, we are searching for people who have:

- A strong grounding in *NVC* consciousness, which guides your everyday life
- A deep understanding of the *NVC* process
- Proficient teaching skills, as well as a willingness to continue your personal growth in all these areas

Also, we would like candidates to have a willingness to explore your personal relationship in the following areas: the spiritual nature of *CNVC*, a specific vision of social change and membership in an *NVC* community.

To that end, we request of candidates at least one year of teaching *NVC* as a non-certified trainer, leading practice groups, working with at least three different *CNVC* Certified Trainers for guidance over the course of your training, along with training logs and personal journals to chart progress and learnings. This will demonstrate your deepening in all three areas over a period of time- usually three to five years.

*The path to CNVC certification has three phases:*

Registration  
Pre-assessment  
Assessment

Anyone wishing to pursue the path to certification is requested to start with registration and complete each of the three phases, in sequence.

## **Application to Register as a CNVC Certification Candidate**

We would like interested individuals to be clear about their purpose before embarking on this journey towards certification. To that end, please download and read the Certification Preparation Packet as your first step. Then you can contact an assessor of your choosing to explore a mutual agreement to work together before sending in the following five items to the assessor (or in French-speaking regions, the registration coordinator) in order to apply for registration as a candidate.

Please include the following information as a heading on the first page:

Your Name

Mailing Address

Phone number(s), email address(es), Skype ID, other contact information

Birth Date, Place of Birth

Do you identify yourself as male or female?

Primary Language, Other Languages Spoken

Current Date

1. A list of *NVC* trainings you have attended including dates, locations, titles of trainings, number of days (6-8 hours = one day) and names of the *CNVC* Certified Trainers who taught the courses. Please document a minimum of 10 days of *NVC* training with *CNVC* Certified Trainers before requesting to be registered as a trainer candidate.

2. A statement of intent (approximately one to two pages) explaining why you wish to become a *CNVC* Certified Trainer including the following four points:

(1) Your beginning thoughts about a social change focus;

(2) Spirituality as it applies to *NVC*;

(3) The *NVC* community to which you belong or are planning to create.

(4) In addition, please include a response to the following question:

What is the difference for you between teaching *NVC* as a certified trainer, and teaching it as a non-certified trainer?

3. A recommendation with specific observations (in written form or by telephone call to the assessor), from at least one *CNVC* Certified Trainer who is familiar with your *NVC* participation. This might include examples of your willingness and ability to:

- be open to exploring new ideas and concepts
- be involved and active in discussions and exercises
- demonstrate an ability to receive empathy
- demonstrate a beginning ability to offer empathy
- be able to stay in the present moment
- celebrate new awarenesses and learning new skills

4. A statement that you have:

(a) Read and agree to follow the Guidelines for Non-certified Trainers.

(b) Downloaded, printed out, and read carefully the entire Certification Preparation Packet, to guide you in your efforts toward certification. Make a list of questions to discuss with your assessor.

(c) Read the Certified Trainers Agreement, and understand you will be asked to agree to its current version at the time of your pre-assessment. If you have any questions, now is the time to discuss them.

5. Please send the non-refundable application fee (see suggested range of fees) payable to the assessor of your choice (or to the registration coordinator for French-speaking areas) and not to *CNVC*.

-- A range of 75 - 125 USD (or equivalent in local cultures)  
(Or beyond this range, if willingly offered and received, in consideration of the assessor's time and support)

## **Registration Completed**

After receiving all five items, the assessor (or registration coordinator in French-speaking areas) will read through them and see if your stated intent seems to be in alignment with *CNVC*'s vision and goals, and see that all your information is complete.

If all items are not complete, or if there are any questions about your application, the assessor or registration coordinator will contact you for further discussion before proceeding further. When mutual agreement is reached for you to be registered as a certification candidate, the assessor will notify the *CNVC* office to send you the final procedures for your registration, and to welcome you into the *CNVC* community of certification candidates.

If for any reason mutual agreement is not reached regarding your registration as a candidate; the assessor will notify *CNVC* that you have not come to an agreement, and you may initiate the appeals process or re-apply in six months with no additional fee.

## **Pre-assessment and Final Assessment**

The Certification Preparation Packet contains materials designed to support candidates in deepening their *NVC* consciousness, skills and understanding. These materials are also designed to help candidates determine their own progress and readiness for a pre-assessment session. The document also includes information about assessment fees to be paid directly to the assessor and about the final certification fee to *CNVC*.

We expect these materials to be revised periodically, as we hear from all of you as to what is working well and what is not. The current document is not a promise we are locked into. Program designs change over time -- it is a sign of growth and ongoing development that adapts to the needs of the organization and all of its members. Please check the website every few months for updates, as you will be accountable for the procedures in effect at the time of your assessments.

We recognize that applying for certification is a serious commitment. If you would like further information regarding the certification process after thoroughly reading all of the material, please contact the Certification Program Support staff at the *CNVC* office (certification@cnvc.org) or an assessor of your choosing.

AN UPDATED LIST OF ASSESSORS TO RECEIVE YOUR APPLICATION TO REGISTER, AND TO WORK WITH YOU TOWARD CERTIFICATION CAN BE FOUND AT WWW.CNVC.ORG. Please first login or register with our website. Once you are logged in, a new left hand navigation menu will appear. Click on “CNVC Certification Registration Info” to access assessor information.

## ii. Guidelines for Sharing NVC: For Those Who Are Not CNVC Certified Trainers

### Guidelines for Sharing NVC: For Those Who Are Not CNVC Certified Trainers

*When you experience the contributions that **Nonviolent Communication (NVC)** has made to your life, it is often the next step to want to share what you have learned with others. Indeed it is our dream that through our efforts together, all people and organizational structures will deepen in their capacity to relate peacefully and serve life more fully. We welcome everyone’s participation in spreading the dream about the vision of NVC and we want to inspire you to share authentically and creatively from your heart. The following questions are often asked by individuals who want to share their understanding of NVC with individuals, groups, and organizations.*

#### **Why am I starting to see NVC, CNVC and similar terms in italics?**

With the recent revision of the *CNVC* Trainers Agreement and clarification of our trademark agreements, we have become aware that we would like to set our trademarked terms apart from surrounding text for identification, clarity and branding purposes. An easy and effective way to do this is through the use of italics. We request that you consider adopting this strategy in your promotion materials, website, etc, when mentioning the trademarked terms (listed below). Other options for setting apart the trademarked terms are: bold type, capital letters, underscoring, or quotation marks.

#### **If you want to encourage anyone to share NVC, why do you create CNVC Certified Trainers?**

Our intention is to encourage people to pass on their valuable learning in ways that are meaningful to them. We promote the teaching of *NVC* through our trainer certification program because we value being able to protect the integrity of *NVC* as a body of teaching. We aim to do this by fostering a community of *CNVC* Certified Trainers who have the shared experience of the *CNVC* certification process. Through the certification process, we develop a relationship with and trust *CNVC* Certified Trainers to communicate the purposes and the intent of *Nonviolent Communication* in an accurate, thorough, consistent and reliable way. *CNVC* Certified Trainers are asked to stay in community with *CNVC* and other *CNVC* Certified Trainers, and to make a yearly commitment to support the work and mission of *CNVC*, along with other agreements that can be found in the *CNVC* Trainer Agreement. A revised version of the *CNVC* Trainer Agreement will be available later this year and made publically available for shared understanding.

#### **So anyone can share their own experiences regarding NVC?**

Yes! We appreciate you sharing from your experiences and clarifying that your experience is based on your own understanding of *Nonviolent Communication*. When you share your experiences using any of the trademarked terms listed below, we request that you acknowledge Marshall B. Rosenberg and mention local or regional *NVC* organizations and *CNVC* Certified Trainers, as well as provide *CNVC* contact information, [www.cnvc.org](http://www.cnvc.org).

### **Can we advertise or set up formal meetings regarding *Nonviolent Communication*?**

If you are sharing your *NVC* experiences through a presentation such as a workshop or practice group, we request that you refrain from using the following terms in the headings, titles, or subtitles of your workshops, materials or media promoting your work such as business cards, brochures, email addresses or internet domain names, as these terms are legally protected trademarks, owned or licensed to *CNVC*. However, feel free to use these terms as you share *NVC*, and in the body of your materials or media promoting your work.

We have heard requests to create a list of alternative names and/or titles for use by those who are not *CNVC* Certified Trainers. We would like to support you in your creativity, choice, and freedom to find titles that describe your intent and your own personal focus; we feel that creating a specific list of alternatives might be more limiting than supportive. Instead, we encourage you to be as creative as possible, and we are reminded that there are so many other ways to express the beauty that *NVC* can bring to our lives.

The trademarked terms include:

- o *NONVIOLENT COMMUNICATION*
- o *NVC*
- o *NONVIOLENT COMMUNICATION A LANGUAGE OF LIFE*
- o *THE CENTER FOR NONVIOLENT COMMUNICATION*
- o *CNVC*
- o The stylized mark (logo) as registered with the USPTO (reg. no. 2460893):



### **PLEASE NOTE THIS UPDATE**

The following terms are trademarked, but we would like you to continue to use them in pursuit of our shared dream. These terms can be used in the headings, titles, and subtitles of your workshops, or any materials or media promoting your work such as business cards, brochures, and email addresses or internet domain names, with the understanding that the terms will only be identified in connection to *Nonviolent Communication*. We value using these trademarks to aid consumers who depend upon the Center or Dr. Rosenberg's products and services, and to help prevent the marks from losing their distinctiveness and becoming generic. We hope your support of these requests will mutually benefit *CNVC* and your own goals for the sharing of *NVC* in the world:

- o *COMPASSIONATE COMMUNICATION*
- o *GIRAFFE LANGUAGE*

### **Can we say that we are “*NVC* trainers”?**

*CNVC* Certified Trainers are identified as being sponsored by *CNVC* through use of the term “*CNVC* Certified Trainer” which signifies their connection with *CNVC*. In order to avoid any confusion regarding sponsorship, we request that you use terms that are free of the implication of certification or sponsorship by *CNVC* or any of the first set of trademarked terms listed above on

any media or materials such as business cards, brochures, email addresses and website names. (For example, please do not use "NVC trainer," "NVC mediator," "NVC facilitator" or any similar terms). We request that you inform those that you share your NVC experiences with that you are not certified by CNVC as a trainer; however, feel free to provide information about your own work, NVC training, and life experiences.

### **What about using the giraffe image?**

The giraffe image can be a powerful metaphor, and can be used to great effect in your sharing of NVC and in promotional materials. You are free to use the image and term giraffe in all materials, with the clear intent that the integrity of NVC is respected. Feel free to use the image, word, and puppets as an effective tool in your sharing of NVC.

### **Is that all? Do you want any financial return from my workshops?**

We would enjoy receiving a donation from you as an expression of the giving and receiving spirit in which we hope you are sharing your NVC experience. (CNVC certified trainers offer 10% of their training-based income.) These funds support CNVC in its mission to make NVC available throughout the world.

### **May I share materials produced by CNVC or CNVC trainers when I do presentations?**

CNVC materials are copyrighted. Please engage in a dialogue with CNVC before using these materials. Most materials are produced for specific types of training, and we find that the clarity and integrity of these materials are best received when offered within the context for which they were developed. To use materials created by an individual, please check with that person first. If you produce your own materials, rather than entitling them "Nonviolent Communication," please be creative and use a different title. You can refer to "Nonviolent Communication" as you share your experiences, indicating the materials and content are "based on the work of Marshall B. Rosenberg and the Center for Nonviolent Communication, [www.cnvc.org](http://www.cnvc.org)."

If you still have questions, we will do our best to answer them. If you have needs that would not be met by agreeing to these guidelines, please contact the CNVC office for further dialogue before you or your group proceeds outside these guidelines. We look forward to working with you in our quest to create a more peaceful world.

--Margo A. Pair, Administrative Director  
*The Center for Nonviolent Communication*  
November 15, 2010

## **iii. Description of Procedures**

### **A. Prepare and Ready Yourself**

Before requesting a pre-assessment, we expect candidates to have worked through the materials in the certification document, to have been teaching NVC as a non-certified trainer for at least a year, to have received a significant amount of NVC training and mentoring from at least three different CNVC certified trainers in order to experience a variety of learning styles, along with recording training logs and personal journals to



chart progress and learnings. This will demonstrate living *NVC* (personal growth), deepening of *NVC* skills, and teaching skills, all over a period of time. See below for full descriptions of these requests.

If living in an area with *NVC* teams and/or certified trainers, candidates are strongly encouraged, but not mandated, to work with them for mentoring, team teaching, volunteering, working on projects, etc; thus gathering feedback on your own training skills, and then writing about reactions, learning edges, etc. If you do not have a community in your geographic area that you wish to join, then you are asked to create your own *NVC* community to meet these same needs. You might also benefit from working with other *CNVC* certified trainers and organizing *NVC* work for them, to meet mutual needs.

The following four items are listed in the current *CNVC* Certified Trainers agreement, under "requests of certified trainers." They also apply to candidates seeking *CNVC* certification. Please be ready to discuss the following items with your assessor:

**1. Mutual Support**

To offer *NVC* in ways that support yourself and also other trainers in your community, region, or country. To offer contact information on other *NVC* trainings so that people interested in learning *NVC* are aware of all possible resources. To contact *CNVC* certified trainers and *NVC* communities (as listed [here](#) on the *CNVC* website under the "find a supporter" function) before you initiate any *NVC* work in their regions, for mutual scheduling and support, cooperation and connection.

**2. Community**

To be a part of an *NVC* community. To accept that conflicts may arise, and to be willing to work to resolve them. To find resources if needed (other *CNVC* trainers, mediation, etc.) for dialogue; to be able to demonstrate "living the process" -- that is, to demonstrate the willingness to connect and the clear intention to resolve conflicts.

**3. Create a Plan for Social Change**

The following questions may be helpful:

- a) What is the mission of *CNVC* and do you see yourself contributing to it?
- b) How you are using the *NVC* process to create the change you want to see in the world?
- c) Describe the place or places you are working from to create social change: inside yourself, interpersonally, with family, at work, with schools, organizations, agencies, governments, etc.

**4. Spirituality -- (another term for *NVC* consciousness)**

To explore your personal responses as a *CNVC* certified trainer to the following questions:

- a) What do I choose to create in my life?

- b) How do I teach my concept of *NVC* spirituality (or *NVC* consciousness)?
- c) Do I live the concept of compassionate giving and receiving, which includes my relationship to the exchange of money? More specifically, how do I ask for training fees? Is the focus the amount of money, or is it the quality of the energy behind the giving and receiving?

Please note the pre-assessment file (under C., below) that you will be asked to provide your assessor.

### ***B. Making Contact***

When you are satisfied with your level of preparation, and are confident that your pre-assessment file is complete, please contact the assessor who has agreed to work with you.

Contact the assessor about 2-3 months before you would like to schedule the pre-assessment session, in consideration of your time and the assessor's time.

#### **1. *Teaching Skills***

If the assessor does not have sufficient knowledge or experience of your teaching skills to feel comfortable moving ahead to the pre-assessment, he/she may request one of the following alternatives before agreeing to a pre-assessment session in order to feel more confident about your readiness. The assessor may ask for a range of \$75-\$100 USD (or equivalent) for this review of one of the following alternatives to demonstrate teaching skills:

- a. A 60-90 minute videotape of presenting an *NVC* workshop which includes both (a) a good chunk of interaction with participants, showing how candidate applies *NVC* in real time, and (b) some teaching where candidate presents and illustrates *NVC* concepts. (Please see ADDENDUM at the end of this section for more details) We strongly recommend providing a video at this point, and/or include one in your pre-assessment materials, if requested by the assessor. This would meet the needs of the assessor to offer extensive feedback of the candidate's skills and could meet needs of the candidate for valuable learning.
- b. Invitation for assessor to observe applicant teaching in both situations (a) and (b) above.

After the review, if the assessor is not comfortable moving ahead to pre-assessment, the candidate will be given feedback on the video (or alternative) as to where the assessor would like to see more work, etc. before candidate applies again for a pre-assessment session.

Applicants who are not accepted for pre-assessment may re-submit another video (or alternative) in six months. There will be a range of \$75-\$100 USD (or equivalent) fee

payable to the assessor each time. Applicants may apply for pre-assessment as many times as they wish (with a minimum six months wait between submissions).

### **C. Send Materials**

After the candidate and assessor mutually agree to the pre-assessment session, the candidate presents the pre-assessment portfolio.

1. **Please read thoroughly the current CNVC trainers agreement**, which can be obtained from you assessor. If you have any concerns that would prevent you from signing it, please contact the assessor for further dialogue on the subject **BEFORE** sending any pre-assessment materials.

When you are ready to abide by the trainers agreement, the next step is to send the assessor your pre-assessment file. Materials to be sent to your assessor:

2. **A statement of your purpose in becoming a certified trainer.** You do not need to re-write this letter if there are no changes from the original statement of purpose you sent to the registration coordinator when you registered.
3. **Personal journal entries.** We would like you to keep a regular record of your *NVC* learning, growth and insights. Use journaling as a means to explore (question, reflect, and learn) rather than to simply record the internal and external events in your life. The purpose of this journal is two-fold: first and most importantly, for your own self-discovery, to chart and assess your own progress. Secondly, to communicate to the assessor your awareness and skills in living, knowing and teaching the *NVC* process in a way that is consistent with the integrity and spirit of *NVC*. Please type your journals if possible, and have the intent to be concise rather than tell long stories. If you keep a journal for only six months, then weekly entries are suggested. At least one year will better demonstrate your growth and development over time.

#### ***Journal content***

Your journal could include topics like: How I am using *NVC* in my everyday life: in relationships, at work, stuck places, inner jackal dialogues, celebrations, and cleaning up “messes” (all demonstrating *NVC* skills by conveying observations, feelings, needs, and requests)? For example, replay in writing using *NVC*: interactions in which you did not communicate or respond the way you wanted, what you did to process the interaction internally, and how you would have wanted to do it differently.

If you want to protect the identity of certain people, either use initials or another name. Your journal is considered to be confidential. It will not be shared outside of the people involved in your assessment. It will be returned to you at the end of the pre-assessment session.

Refer to the enclosed document entitled "Some Things I Might Do" for more suggestions on journaling.

4. **Feedback forms** (Please duplicate as many as you need)

We would like to receive a minimum of ten General Feedback forms from *NVC* mentors and including at least three different *CNVC* certified trainers with whom you have worked. We would also like to receive a minimum of ten Participant Feedback forms from trainings you have led, co-led or assisted with. Please attach a page to each form to describe what you learned from that particular feedback and what you do differently as a result. In selecting feedback forms to send, please choose those from which you learned something about yourself or that demonstrate how participants' needs were met.

As an alternative, rather than writing about each participant feedback form, you can write an overall report citing specific examples on what you have learned and now do differently as a result of the feedback.

5. **List of the total trainings you have received** from CNVC Certified Trainers since you sent in your original list at the time of registration. Please give date, place, title of training, number of days and *CNVC* certified trainers name for each one and the total number of training days. The minimum required for certification is 50 full days of training, including at least one International Intensive Training (nine days). This is a minimum; most candidates find they accumulate much more training than the minimum before feeling confident about their *NVC* skills.

### **NVC Telecourses and Online Training for Certification Credit**

Many *CNVC* certification candidates have been requesting credit for training days for participating in one or more of the current training alternatives in addition to traditional in-person workshops and training programs. We would like to support candidates to receive credit for some *NVC* training that is effective, low-cost, and accessible.

For your information as trainers and candidates, the Educational Services Team would like to announce the following plan, effective immediately. As a candidate, you can receive credit for previous training, if it fits within the following guidelines.

Credit for alternative *NVC* training to be based on the following guidelines:

- The training is received from *CNVC* Certified Trainers
- The training is interactive and participatory
- The training offers opportunities for giving and receiving feedback
- Specific record-keeping: name of trainer, date, exact hour(s) of training, topic, site.
- For each training experience, a written summary of main points learned: 1-2 paragraphs

-- May apply to *NVC* training online, or at teleconferences, family camps, conferences, festivals.

Such training can account for 20% of the total training accumulated prior to the assessment process. This plan will be evaluated after one year (September 2011), as it will take time to see how well the plan works and how it might be improved.

6. **Training log** (sample enclosed) of *NVC* trainings you have offered or at which you have assisted, including practice groups, introductory presentations, longer workshops and courses.
7. In written, audiotape, or videotape form: Your best understanding of each of the **key distinctions** and *NVC* concepts listed under "Certification Readiness ABCs."
8. **The pre-assessment fee** in the range of \$250-\$400 USD (or equivalent), PAYABLE TO THE ASSESSOR. (See below)

#### ***D. Set Up Pre-assessment Appointment***

Contact your assessor to confirm that the fee and all materials you sent have been received. Agree on a date for your pre-assessment session, which can be done by telephone or in person.

When the pre-assessment session has been successfully completed and there is a mutual decision to go ahead, set up an appointment with the assessor for the assessment session. If the decision is not to move ahead, request clarification from the assessor regarding further preparation that would support your readiness for certification. The assessor will provide this information in writing and file a copy in your candidate file.

#### **Information on Fees**

Pre-assessment fee to assessor: A range of \$250-\$400 USD (or equivalent in local currency). We expect the assessor to spend approximately one day reviewing your pre-assessment file, discussing it with you and deciding with you whether or not to schedule an assessment session. Please include this fee payable to the assessor by sending it in with your pre-assessment file.

Assessment fee to assessor: A range of \$250-\$400 USD (or equivalent in local currency).

We expect the assessor to spend approximately three or more hours meeting with you for the actual assessment session. Please offer this fee directly to the assessor at the time of your appointment.

Certification fee to *CNVC*: \$250 USD

If you and your assessor mutually decide that the assessment has been successful,

please submit this fee, payable to CNVC, along with the required materials to the CNVC office in order to complete the certification process.

If the pre-assessment is not followed by the assessment itself, the pre-assessment fee may still apply in consideration of the assessors time. The candidate can re-apply after six months, and might be requested to pay a range of \$250-\$400 USD (or equivalent) again for more of the assessors time.

Note: If you have difficulty in meeting these fees, please discuss alternatives with your assessor.

In keeping with the integrity of the NVC process, we expect that some candidates who are already well trained and experienced will not start at the very beginning of these procedures. We are very willing to discuss flexible arrangements with individual candidates.

## Addendum

### CNVC Certification Process Outline

This document is an overview of the Certification Preparation Packet (CPP).  
For details about any of the bulleted points, please refer back to the CPP.

*Please Note: The following procedures to prepare for certification are described as a one-to-one relationship between candidate and assessor. They do not take into account flexible arrangements of candidates and assessors working in groups. The information can still be used as a guide for a flexible range of assessment procedures, leading to a consistent outcome of highly skilled CNVC Certified Trainers who can demonstrate that they know NVC, teach NVC, and are "living" NVC.*

#### **I. Registration**

##### **A. Pre-Application**

- Read Certification Preparation Packet (CPP)
- Contact an assessor
  - 1) Discuss possible working relationship and registration requirements
    - Mutual decision to apply to register and work together
    - No mutual decision
      - Registration placed on CNVC “hold” list for future review
      - May initiate appeals process

##### **B. Application to Register**

- Potential candidate sends application to assessor
  - 1) Contact Info
  - 2) Training Log
    - Minimum 10 days of training with CNVC Certified Trainer(s)
  - 3) Statement of purpose
  - 4) Recommendation from at least one CNVC Certified Trainer
  - 5) Read & agreed to: Non-Certified Trainers guidelines, CPP, and current CNVC Trainer Agreement
  - 6) Registration Fee

- Mutual decision to work together
  - No mutual decision
    - 1) Registration placed on CNVC “hold” list for future review
    - 2) May initiate appeals process
  - C. Registration Completed
    - Assessor notifies [certification@cnvc.org](mailto:certification@cnvc.org)
    - CNVC sends instructions to candidate to fill out online registration form
    - Candidate fills out registration information on online form
    - CNVC office sends orientation welcome packet
- II. Preparation for Assessment- 3-5 years**
- A. NVC training and preparation
    - Minimum of an additional 40 days NVC training, including one International Intensive Training (IIT)
    - Teaching NVC at least one year
    - Preparation and readiness (refer to CPP)
    - Assessor observes candidate offer trainings live or through video
    - Assessor asks candidate if they have any “unfinished business” with CNVC or NVC community to work through
    - Assessor solicits feedback from Educational Services team and CNVC trainers in community
  - B. Mutual Decision for pre-assessment
  - C. No Mutual Decision
    - May initiate appeals process
- III. Pre-Assessment**
- A. Send assessor pre-assessment portfolio and pre-assessment fee
  - B. Agree to current CNVC Trainers Agreement
  - C. Jointly review portfolio
  - D. If mutual agreement- schedule assessment
  - E. If no mutual agreement- can re-apply after a minimum six months with suggested work on specific areas
    - May initiate appeals process
- IV. Assessment**
- A. Candidate sends assessment fee to assessor
  - B. Assessment process
  - C. Mutual decision for successful assessment
    - Assessor sends successful assessment announcement to:
      - 1) Ed Srvcs Yahoo!Group and
      - 2) [certification@cnvc.org](mailto:certification@cnvc.org)
  - D. If no mutual agreement- can re-apply after a minimum six months with suggested work on specific areas
    - May initiate appeals process
- V. Certification**
- a. CNVC sends candidate “Final Steps for Certification” letter
    - Candidate sends signed Trainer Agreement and certification fee to CNVC
    - Candidate fills out certification information in online database
      - 1) Name and Contact Information

- 2) Your participation in the CNVC network and connection to an NVC community or NVC circles
  - Candidate sends biography to be included in certification announcement
    - 1) How are you teaching the spiritual basis of NVC in your trainings?
    - 2) Describe your social change goals and explain how you see your social change work in harmony with the vision, mission, and aims of CNVC
    - 3) History of your NVC training, both given and received
    - 4) What are you doing now with NVC
  - Candidate sends certification fee to CNVC
- b. CNVC updates records, website roles/groups, adds to trainers Yahoo!Group
- c. CNVC sends Certified Trainer “Orientation Packet” to candidate
- d. CNVC announces certification to Trainers Yahoo!Group, including biography
- e. CELEBRATION!!!

## ***II Additional Video Details***

1. A 60-90 minute videotape of presenting an *NVC* workshop which includes both (a) a good chunk of interaction with participants, showing how candidate applies *NVC* in real time, and (b) some teaching where candidate presents and illustrates *NVC* concepts.

The video can be a compilation of various segments. The camera can be placed at a certain distance from the candidate so as to catch some of the participants (as long as there is no sacrifice of sound).

Candidate provides assessor with the following information about the video:

- What kind of event and length of event (e.g. all day intro workshop, 2-hr practice group, etc.)
- How many participants were present and who they were (general public, group of teachers from one school, etc.)
- How much experience participants have had with *NVC* and how well the candidate knows them personally
- Date each segment was taken
- Length of each segment being submitted

We all make mistakes -- do and say things during trainings we wish we had done differently. We do not expect your video to be “perfect” nor do we wish to see you eliminate all the segments of the training with which you might feel dissatisfaction.

Instead, we ask that you offer your own critique (either written or on audiotape) of the segments you have chosen: what you find to be satisfying, what worked, what didn’t work, what you would do differently, what you might like help or feedback for, etc.

## ***III Appeals Process for Certification Assessment Procedures***



The following policy describes the procedures for an appeals process in the event that a mutual decision has not been reached for registration, pre-assessment, or assessment.

The appeals process mediator is appointed by the *CNVC* administrative director. To initiate an appeal, please ask the administrative director how to contact the mediator.

1. A candidate can initiate an appeal at any of three junctures in the assessment process:
  - 1) Registration process
  - 2) Pre-assessment process
  - 3) Final assessment process
2. An appeal can be requested when a mutual agreement has not been reached after a reasonable good faith effort by the parties involved.
3. The candidate may contact the mediator and arrange to send a written statement about the concern. The mediator will then contact the registration coordinator or assessor involved to gather more information, and will work with both parties to come to a mutually agreeable conclusion.
4. The fee will be \$35 @ hour (or equivalent), paid to the mediator as follows:
  - \$17.50 by the candidate
  - \$17.50 by *CNVC*to a maximum of three hours of working with the parties in dispute, unless the time is negotiated further.

The candidate will pay the mediator directly, who will invoice *CNVC* for the other half of the fee.

If, after a reasonable good faith effort there is no resolution, the administrative director will make the final decision.

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#### **iv. 2011 *CNVC* Certified Trainer Agreement**

##### **2011 *CNVC* CERTIFIED TRAINER AGREEMENT**

THIS *CNVC* CERTIFIED TRAINER AGREEMENT ("this Agreement") is made as of the date written below between THE *CENTER FOR NONVIOLENT COMMUNICATION* ("*CNVC*") and \_\_\_\_\_ (the "*CNVC* Certified Trainer").

WHERE, *CNVC* Certified Trainer and *CNVC* enter into this Agreement with the intention to collaborate in helping realize the *CNVC* vision in a manner that continually lives the *Nonviolent Communication (NVC)* process and operating from *NVC*

consciousness; and

WHERE, *CNVC* Certified Trainer is or wishes to be involved in the activity of training third parties in *Nonviolent Communication* techniques and processes where such *Nonviolent Communication* techniques and processes were developed by Marshall Rosenberg ("*NVC*"), and otherwise engage in *Nonviolent Communication* activities, using methods owned by or licensed to *CNVC* (the "*NVC* Activities") ; and

WHERE, *CNVC* is willing to permit use of such methods for the *NVC* Activities upon the terms and conditions herein;

THEREFORE, for and in consideration of the mutual covenants herein, and other good and valuable consideration, the receipt and sufficiency of which are acknowledged, the parties hereby agree as follows:

1. Benefits to *CNVC* Certified Trainers. During the term of this Agreement, and subject to the other terms and conditions of this Agreement, *CNVC* agrees that the *CNVC* Certified Trainer:

(a) is authorized to use the trademarks and service marks "*CNVC*", "*NVC*", "*Nonviolent Communication*", the *CNVC* logo(s), and including all marks listed under Exhibit "C" in connection with the *NVC* Activities;

(b) is eligible for attending training sponsored by *CNVC* without charge or at cost depending on *CNVC* resources [but with *CNVC* Certified Trainer responsible for his/her travel, accommodations, and other costs];

(c) is entitled to post his/her contact information and advertise his/her *NVC* Activities on the *CNVC* website in accordance with the usage guidelines;

(d) has access to the *CNVC* Certified Trainers Yahoo!Group, *CNVC* website forums, communication, advertising, registration tools and *CNVC* website depository of information for sharing materials and curriculum, offering and receiving training advice, mourning disappointments, and celebrating successes.

(e) has access to the *CNVC* mailing list and contact information from *CNVC* website registrants for his/her *NVC* Activities, on the understanding that the *CNVC* Certified Trainer agrees to use such list only in accordance with the usage guidelines and for no other purpose;

(f) is eligible for consideration as trainers at IITs, for *CNVC* projects, and for training referrals from *CNVC*; and

(g) is authorized to purchase *CNVC* educational materials at the then-applicable *CNVC* Certified Trainer discount, if any, offered by *CNVC*.

## 2. Responsibilities of CNVC Certified Trainers.

- (a) CNVC Certified Trainer agrees to devote his/her good faith, best efforts in performance of the *NVC* Activities and agrees to conduct himself/herself in a manner, professionally, socially, and personally, that reflects and is consistent with the teachings of *NVC* in order to protect the integrity of the *NVC* process;
- (b) CNVC Certified Trainer agrees to comply with all written requirements, policies, handbooks, and procedures of CNVC relating to the *NVC* Activities and agrees to comply with the CNVC Ethics Guidelines, which may be amended, the current version thereof being set forth in Exhibit A;
- (c) CNVC Certified Trainer agrees to provide written reports to CNVC about his/her *NVC* Activities on an annual basis, in such form as requested by CNVC to inspire and celebrate our worldwide community;
- (d) CNVC Certified Trainer agrees to use the term, "CNVC Certified Trainer", in connection with the *NVC* Activities, and as CNVC Certified Trainer's signature, as a way of identifying himself/herself and thus affirming his/her connection to CNVC; and further agrees to include the CNVC logo(s) (as provided on Exhibit C) and CNVC contact information (website, email, and telephone number) on promotional materials, including electronic documents, web pages, handout materials, or other electronic or paper documents for *NVC* Activities [CNVC website is: [www.CNVC.org](http://www.CNVC.org); email address: [CNVC@CNVC.org](mailto:CNVC@CNVC.org); telephone: 1-505-244-4041];
- (e) To protect the integrity of *NVC*, CNVC Certified Trainer acknowledges and agrees that the term *NONVIOLENT COMMUNICATION*, its translations, and all marks listed in Exhibit "C" are licensed only for use to CNVC Certified Trainer for use in the *NVC* Activities and CNVC Certified Trainer agrees that it has no ownership of such term or its translations;
- (f) CNVC Certified Trainer agrees to maintain the integrity of *NVC* by clearly distinguishing *NVC* from other teachings, concepts, skills, methods or philosophies, even if such other teachings are consistent on some level with *NVC*;
- (g) CNVC Certified Trainer agrees to offer workshop participants the opportunity to directly contact CNVC, and to be added to the CNVC mailing list, for inclusion in our growing worldwide community, and to offer opportunities for contributions to CNVC;
- (h) CNVC Certified Trainer grants permission and will obtain from workshop participants all necessary consent to CNVC to use photographs, videos, and other representations or depictions of CNVC Certified Trainer and of CNVC Certified Trainer's *NVC* Activities for promotional purposes and on the CNVC website;
- (i) CNVC Certified Trainer agrees to elicit feedback from participants in *NVC* Activities in some suitable way [e.g. - written evaluation form or verbal feedback], in

order to continuously improve the effectiveness of teaching *NVC*, and agrees to, upon request by *CNVC*; use a written evaluation form acceptable to *CNVC* for *CNVC* Certified Trainer's *NVC* Activities;

(j) *CNVC* Certified Trainer agrees to share handouts and other training support materials with one another and with *CNVC*, with credit given to the original creator, for mutual support and connection;

(k) *CNVC* Certified Trainer agrees to work with and attend workshops of other *CNVC* Certified Trainers, and to consider offering attendance to *CNVC* Certified Trainers without fee, as a way of continually deepening *NVC* skills and consciousness. *CNVC* Certified Trainers are eligible to attend Marshall Rosenberg's workshops and IIT's at no tuition cost depending on limitations of space and local considerations. *CNVC* Certified Trainers are responsible for their travel, accommodations, and other costs; and

(l) *CNVC* Certified Trainer agrees to offer *NVC* in ways that support themselves and also other *CNVC* Certified Trainers and people sharing *NVC* in their community, region, or country; to offer contact information on other *NVC* trainings so that people interested in learning *NVC* are aware of all possible resources; to contact *CNVC* Certified Trainers and *NVC* communities (as listed on the *CNVC* website) before initiating any *NVC* work in their regions, for mutual scheduling and support, cooperation, and connection.

(m) *CNVC* Certified Trainer is free to use the image and term giraffe in all promotional, web-based, and training materials, with the clear intent that the integrity of *NVC* is respected, and also free to use the image, word, and puppets as an effective tool in *NVC* trainings.

(n) *CNVC* Certified Trainer agrees to be a member of an *NVC* community; to accept that conflicts may arise, and to be willing to work to resolve them; to find resources if needed (other *CNVC* Certified Trainers, mediation, etc.) for dialogue; to demonstrate "living the process" -- that is, to demonstrate the willingness to connect, the clear intention to resolve conflicts.

(o) *CNVC* Certified Trainer agrees to explore how to contribute to the mission of *CNVC*; how use the *NVC* process to create change in the world; the place from which to start to create social change: inside oneself; interpersonally; with family, at work; with schools, organizations, agencies, governments, etc.

(p) *CNVC* Certified Trainer agrees to explore how to create and live in *NVC* consciousness; how to teach the concept of *NVC* spirituality; how to live the concept of compassionate giving and receiving, including relating to the exchange of money, as in requesting training fees.

### 3. Payment.

(a) Each *CNVC* Certified Trainer individually agrees to pay a commission fee directly to *CNVC* of an amount equal to 10% of his/her net revenue obtained in connection with the *NVC* Activities and other *NVC* goods or services provided by *CNVC* Certified Trainer during the term of this Agreement in support of *CNVC* Certified Trainer's commitment to the mission of *CNVC*. Any group payment will only be accepted if arranged prior to payment and by written mutual agreement with *CNVC* Administrative Director.

(b) However, if the *CNVC* Certified Trainer's revenue is less than \$3,000 during the Term of this Agreement, each *CNVC* Certified Trainer individually agrees to pay a commission fee of \$300 directly to *CNVC*, payable as set forth in the *CNVC* Certified Trainer Commission Fee form, to be completed and executed concurrently, and being in form and substance as set forth in Exhibit "B". If a *CNVC* Certified Trainer is unable to pay the commission fee, *CNVC* Certified Trainer agrees to contact *CNVC*'s administrative director to discuss options and come to a mutual agreement in writing to maintain the *CNVC* Certified Trainer relationship, in order to prevent the termination of this agreement.

(c) If payment under this section is not received, and other options have not been mutually agreed to in writing, then *CNVC* may elect to terminate this Agreement.

(d) *CNVC* has sole discretion in its use of commission fee payments, with the understanding that these fees support the mission of *CNVC*.

(e) *CNVC* does not guarantee or warrant to *CNVC* Certified Trainer that any *NVC* Activities or revenue, or any particular level of *NVC* Activities or revenue, will be obtainable by *CNVC* Certified Trainer.

4. Term and Effect of Termination. This Agreement extends for a period of one year from the date of this Agreement, unless terminated earlier:

(a) by mutual consent of the parties;

(b) by the non-breaching party, at its option, upon breach of this Agreement by the other party, where the breach continues more than thirty days after written notice of default is provided by the non-breaching party;

(c) by *CNVC* immediately, and at its option, upon breach of this Agreement by *CNVC* Certified Trainer constituting a default under any publishing, licensing, or other agreement of *CNVC* with a third party; or

(d) by *CNVC* immediately in the event of termination of any trademark licensing agreement or copyright licensing agreement of *CNVC*.

Upon termination of this Agreement by either party, *CNVC* Certified Trainer will immediately cease all *NVC* activities that imply membership in the *CNVC* Certified

Trainers community, including signing or holding himself/herself out as a *CNVC Certified Trainer*. Individual agrees to follow the then-applicable *Guidelines for Sharing NVC for those who are not CNVC Certified Trainers*, including procedures for sharing *NVC Activities* and the use of any *Nonviolent Communication* trademarks.

5. Confidential Information. *CNVC Certified Trainer* understands that, during the term of this Agreement, *CNVC Certified Trainer* may have access to certain confidential information designated as confidential by *CNVC* and belonging to *CNVC* and materials with such confidential information (collectively the *CNVC Confidential Information*). Due to the confidential nature of the *CNVC Confidential Information*, *CNVC* desires to protect the *CNVC Confidential Information* from subsequent disclosure and the *CNVC Certified Trainer* agrees to not disclose or otherwise make known or available the *CNVC Confidential Information*, without the prior express written consent of *CNVC*. The *CNVC Certified Trainer* further agrees to utilize reasonable procedures to safeguard *CNVC Confidential Information* from disclosure to third parties during the term of this Agreement and at all times thereafter. Upon termination of this Agreement, or upon request by *CNVC*, *CNVC Certified Trainer* shall promptly return all materials including *CNVC Confidential Information* back to *CNVC*.

6. Trademarks and Servicemarks. *CNVC Certified Trainer* agrees that he/she does not own, control, or possess any trademarks or service marks in the following terms and their translations: *NONVIOLENT COMMUNICATION*; *NVC*; *COMPASSIONATE COMMUNICATION*; *NONVIOLENT COMMUNICATION - A LANGUAGE OF LIFE*; *GIRAFFE LANGUAGE*; *THE CENTER FOR NONVIOLENT COMMUNICATION*; *CNVC*; the stylized mark as registered with the USPTO [Reg. No. 2460893], and any other marks used by *CNVC* in the past, present, or future or other *NVC*-related marks, (the "Marks"). Further, the *CNVC Certified Trainer* acknowledges and agrees that the Marks are owned by or licensed to *CNVC*, and that *CNVC Certified Trainer* will not pursue any rights as to any Marks, and that *CNVC Certified Trainer* will transfer to *CNVC* or its licensor any purported rights of *CNVC Certified Trainer* in any Marks, whenever and wherever acquired. *CNVC Certified Trainer* furthermore agrees to comply with the Trademark Usage Guidelines set forth on Exhibit C, in connection with the Marks.

7. *CNVC Certified Trainer Work*.

(a) *CNVC* and *CNVC Certified Trainer* agree that *CNVC Certified Trainer* may, at his/her option, pursue creation of an intellectual property work involving, relating to, or regarding *NVC Activities* (the "*CNVC Certified Trainer Work*") by *CNVC Certified Trainer* during the term of this Agreement, where such *CNVC Certified Trainer Work* may include any original writing, sound recording, pictorial or graphical representation, photograph, picture, video, media, computer program, supporting data, or work of any similar nature.

(b) *CNVC Certified Trainer* may seek support from *CNVC* in regards to such *CNVC Certified Trainer Work* that *CNVC Certified Trainer* may pursue. *CNVC*, at its sole discretion, may assist *CNVC Certified Trainer* in promoting or publishing the *CNVC*

Certified Trainer Work, and if CNVC agrees to provide such support, the parties agree to enter into a separate written agreement in regards to such promotion or publication of the CNVC Certified Trainer Work.

(c) Regardless of whether support is requested from CNVC, CNVC Certified Trainer agrees to support and share and provide at least one copy of the CNVC Certified Trainer Work to CNVC for the CNVC repository; and at CNVC's request and sole option, agrees to consent to sale of the CNVC Certified Trainer Work at the CNVC bookstore.

(d) Unless otherwise agreed, CNVC may further specifically commission CNVC Certified Trainer, by separate written agreement between CNVC Certified Trainer and CNVC, to create a CNVC Work which shall be deemed a "work made for hire" and shall be owned by CNVC.

(e) CNVC Certified Trainer also agrees that he/she does not own, control, or possess any copyrights or other intellectual property rights in the works set forth in Exhibit D, and any other works created by or for the benefit of CNVC in the past, present, or future (the "Works").

(f) CNVC Certified Trainer agrees to comply with the Copyright Usage Guidelines set forth in Exhibit E in connection with the Works.

8. Independent Contractor. CNVC Certified Trainer is an independent contractor, is not an employee or agent of CNVC for any purpose as a result of this Agreement, and does not have any legal right to make any representations, promises, or statements on behalf of CNVC.

9. Liability. CNVC Certified Trainer agrees to comply with all applicable laws in connection with performance of any NVC Activities and neither CNVC nor Dr. Marshall Rosenberg is responsible or liable for the NVC Activities or any other acts or omissions of CNVC Certified Trainer, whether or not CNVC Certified Trainer is in compliance with all or any part of this Agreement.

10. Mediation. The parties agree to first try to resolve informally among themselves any dispute arising under, in connection with or concerning this Agreement. If they are unable to do so, the parties agree to participate in mediation by a mediator, skilled in *Nonviolent Communication* and acceptable to all parties, or, if no such mediator is available and acceptable, by an agreed upon mediator. If, after reasonable attempts, the parties are unable to resolve the dispute as provided above, then the parties agree to the right to enforce this Agreement through the courts in the State of New Mexico, United States or the Federal courts sitting therein.

11. General Terms. This Agreement shall be governed by in all respects, including without limitation validity, interpretation and effect, and shall be enforceable in accordance with the laws of the United States, specifically the state of New Mexico.

Notwithstanding anything else herein to the contrary, CNVC Certified Trainer has no power or right to delegate or assign to another the performance of this Agreement, or any part thereof, and any such purported delegation or assignment shall be void. Any provision, or part thereof, of this Agreement held by a court to be invalid or unenforceable shall not impair or invalidate the remainder of this Agreement and the effect thereof shall be confined to the provision, or part thereof, so held to be invalid or unenforceable. Even though this Agreement may be translated into another language for convenience and understanding of any party thereto, the English language version of this Agreement shall constitute the official and binding agreement of the parties.

12. Counterparts. This agreement may be executed in several counterparts (including fax, scanned copy or mailed hard copy), each of which when so executed will be deemed to be an original and will have the same force and effect as an original. CNVC Certified Trainer agrees to submit his/her original signature by one of these counterparts, with the understanding that any other submission of signature will not be valid.

13. Entire Agreement. This Agreement, along with the documents described herein and the Exhibits A -E contains the final, integrated, and entire agreement between the parties and there are no promises, agreements, conditions, undertakings, covenants, warranties, representations, either written or oral, express or implied, between the parties on the matters herein, other than as set forth herein or in the documents described herein. No change, waiver, or modification of any provision of this Agreement shall be valid unless the same is in writing and signed by the parties.

#### **Our Goal**

*Our goal is to help create a world where people can meet their needs in peaceful ways. In line with this goal, we value a working and training environment of safety, compassion, respect, and equality for everyone with whom we come in contact. Therefore we want all of our operations, activities, and program designs to be based on mutual human needs in harmony with the consciousness of NVC. We would like to offer the vision that exchanges of money, services, labor, and materials are requested without demand or coercion, and with an effort to make this work available to all.*

#### **Our Understanding of Quality**

*The more trainers value NVC consciousness in their teaching and living, the more effective we will be in reaching our goal of creating a more peaceful world. In order to live NVC, we would like trainers to stay in an ongoing process of personal development, supporting each other by exchanging materials, giving feedback and offering empathy and searching for ways to develop new training designs and materials.*

#### **Our Respect Towards Participants**



*We support a relationship between trainers and trainees based on values of mutual trust, safety and respect. We are aware that in the course of an NVC training, people may feel an unexpected level of emotional intensity or a deep sense of intimacy and may become unusually vulnerable, especially in regard to the possibility of a sexual relationship. We would like trainers to act as stewards of the trust that workshop participants place in them. We hold as a core value that trainers maintain a high degree of personal integrity in, and awareness of, their role when teaching or when evaluating, supervising, or advising a trainee.*

### **Our Intention to Stay Connected**

*In an effort to continue to protect our ongoing relationships together, anyone who believes that he or she has not been treated with fairness or equality relating to the CNVC organization may contact the CNVC office. A representative of CNVC will contact all those involved and support a dialogue toward clarity and reconciliation. If differences are not resolved satisfactorily following the mutual efforts of those concerned with the CNVC representative, any person involved may contact the CNVC administrative director to arrange for further mediation.*

## **C. Maintaining Certification Status**

For CNVC, certification is a validation and celebration of colleagues living in community. It is not a permanent credential like a diploma, but is renewed each year to stay in effect. In essence, it is an annual renewal of your commitment to the organization.

CNVC has two long-term goals for certification. One is to create a community of trainers who want to work with CNVC to fulfill our vision. The second is to ensure that the next generation and succeeding generations are taught NVC in a way that preserves and protects the integrity of the NVC process.

CNVC Certified Trainers have expressed the following intentions for certification: connection to CNVC, contribution to our vision, credibility, mutual support, and personal growth.

Trainers who agree to follow these guidelines send in their annual trainer commission and trainer report for the previous year, and sign the current trainer agreement checklist for the following year by the requested deadlines for each, will continue to be listed as CNVC Certified Trainers. Trainers agree to send a trainer commission of 10% of their net NVC income to CNVC by the requested deadline. If they earned less than 3000 USD, the fee is 300 USD. For those certified after the start of the year, the commission is 10% of net NVC income earned after certification. The minimum fee is 25 USD for each month after certification.

Trainer commissions help support all aspects of the certification program: the website for listing trainer contact information and promoting trainers' *NVC* work, record-keeping, referrals for training, renewing certification, creating access to the trainer email newsletter for mutual support, exchange of training information, exploring *NVC* concepts, etc.

Trainers may give up certification status at any time by informing *CNVC* in writing. A trainer who has withdrawn for a period of time and wishes to reinstate certification may be requested to complete some of the steps in the certification process.

Based on individual circumstances, *CNVC* may make exceptions to any guidelines for certification and renewal. For example, *CNVC* may offer an adjustment on fees, taking into consideration the economic situation in certain regions. If you have questions about any of the terms of certification and would like to discuss them, please contact the *CNVC* administrative director.

## II PREPARATION

### v. Certification Readiness ABC'S

(A) KNOWING *NVC* (theory, concepts)

(B) LIVING *NVC* (the spiritual consciousness of *NVC* and offering the vision of social change)

(C) TEACHING *NVC* (effective presentation)

Please use the materials provided for each of the following areas (A, B, C) to help you develop and monitor your growth and readiness in that area.

### Knowing *NVC* – Concepts and Processes

Familiarity with, understanding and recall of *NVC* concepts. Do I understand the purpose of *NVC*, its philosophical assumptions, concepts of life-alienated and life-connected communication, the quality of empathy and the elements of the "Giraffe dance"? The following is a review of basic *NVC* concepts and processes and some questions which often arise at *NVC* trainings.

#### A - Key differentiations

1. "Being Giraffe" vs. "doing Giraffe"
2. Giraffe honesty vs. jackal honesty

3. Empathy vs. sympathy and other forms of response (fixing, reassuring, storytelling, etc.)
4. Protective vs. punitive use of force
5. Power with vs. power over
6. Appreciation vs. approval, compliments or praise
7. Choice vs. submission or rebellion
8. Observation vs. observation mixed with evaluation
9. Feeling vs. feeling mixed with thoughts
10. Need vs. request
11. Request vs. demand
12. Stimulus vs. cause
13. Value judgment vs. moralistic judgment
14. Natural vs. habitual
15. Interdependence vs. dependence or independence
16. Life-connected vs. life-alienated
17. Shift vs. compromise
18. Persisting vs. demanding
19. Self-discipline vs. obedience
20. Respect for authority vs. fear of authority
21. Vulnerability vs. weakness
22. Love as a need vs. love as a feeling
23. Self-empathy vs. acting out, repressing, or wallowing in feelings
24. Idiomatic vs. classical (formal) Giraffe
25. Guessing vs. knowing
26. Empathic sensing vs. intellectual guessing

### ***B - NVC model: parts and components***

27. The NVC Model: expressing honestly and receiving empathically, the four components (purpose and characteristics of each), the Giraffe Dance
28. The four ears (four choices we have when hearing a difficult-to-receive message)
29. Three kinds of Giraffe requests

### ***C - NVC processes***

30. Hearing another's anger (blame, criticism)
31. Expressing "no"
32. Hearing "no"
33. Self-empathy when (a) stimulus is external and (b) stimulus is internal
34. Mourning and learning from our regrets
35. Screaming in Giraffe
36. Interrupting
37. Expressing gratitude
38. Receiving gratitude

39. Making conscious choices with awareness of needs
40. Expressing an "apology"
41. Resolving an inner conflict through NVC dialogue.

### ***D - Frequently asked questions in trainings***

1. Why is it important to stay focused on feelings and needs?
2. How do you think *Nonviolent Communication* can change the way conflict is handled?
3. How do you define empathy? Could you talk more about the difference between empathy and sympathy?
4. I understand you promote a unique form of appreciation; how is it different from telling someone how great they are?
5. I've heard you say that my presence is the most precious gift I can give to someone's pain. Can you explain what you mean by that?
6. I've heard Marshall talk about "enjoying someone's pain." What does that mean?
7. When we empathize, why do we guess rather than simply ask what the speaker is feeling?
8. You're saying we are not responsible for how other people feel. Can you tell me what we are responsible for then?

## **Living NVC**

### ***Intention to live in NVC consciousness***

This involves an intention to embody *NVC* consciousness in our lives in each moment. This intention is supported by becoming a part of an *NVC* community or creating one of your own choosing -- if not a regional community, then a virtual community for a special interest group, such as parenting, education, business, or social change. To collaborate actively with others in your community by promoting each other's events, consulting over dates and keeping each other informed about your activities. We want to create communities that operate in a spirit of cooperation, without competition or hierarchy. This will ensure ongoing learning and sharing, and will support the development of cooperative *NVC* communities worldwide.

We might ask ourselves, "What am I doing to:

- (1) Ground myself in the consciousness of feelings and needs -- to live more fully from the heart?"
- (2) Deepen my capacity to empathize with myself"
- (3) Develop my ability to be present moment by moment"
- (4) Deepen my capacity to receive the world empathically?"
- (5) Develop awareness of my own intentions when speaking or acting?"
- (6) Bring clarity to my communication -- to express myself in a way that is readily understood by others?"
- (7) Create fulfilling relationships and to live in harmony with those around me?"

- (8) Deepen my sense of interconnection with others and all of life?"
- (9) Increase my capacity to give from the heart?"
- (10) Appreciate myself and other people more?"
- (11) Be able to live more often in the place of gratitude and abundance?"
- (12) Take more joy in the joy of others?"
- (13) Cultivate compassion in my life?"
- (14) Deepen awareness of what I am wanting back from others when I speak or act?"
- (15) Deepen awareness of when my 'Giraffe ears have fallen off' (i.e. when I have forgotten that I have choices in how I hear a message)? And what do I do when I then become aware that I had forgotten?"
- (16) Feel more alive?"
- (17) Be more aware of when I am in my head and disconnected from the heart?"
- (18) Experience more freedom in my life?"
- (19) Be able to 'express anger fully'?"
- (20) Experience greater clarity in my life?"
- (21) Experience more peace in my life?"

## (C) Teaching *NVC*

### *Clear intentions, effective presentation, openness to feedback*

This involves an ability to convey our understanding of *NVC* -- to both present concepts and to facilitate practice in ways that effectively support others in their learning needs. Clear intentions include the ability to understand and live the spiritual nature of *NVC* and to demonstrate the inclusion of this spirituality into your training in a way that is comfortable and authentic for you. Also, to be able to demonstrate the distinction between the vision the *NVC* process serves and the four steps of the model.

Clear intentions also include the ability to demonstrate the inclusion of a social change component or consciousness in your *NVC* teaching and *NVC* activities, from the understanding that social and political transformation is the basic philosophy that underlies the teaching of *Nonviolent Communication*.

### *Questions for reflection*

#### **1. Clarity of intention in becoming a *CNVC* Certified Trainer**

- a) What are the intentions behind my desire to become a *CNVC* certified trainer?
- b) What are the intentions behind my desire to teach *NVC*?
- c) What am I wanting to get out of (or learn from) doing this?
- d) Do I see myself teaching the truth? Is it possible for others to have a different truth? How important is it that others agree with my teachings on *NVC*?

- e) What is my commitment to an *NVC* regional team or to *CNVC*? How does my presence enrich the *NVC* community? How do I contribute to the cohesiveness, harmony or growth of the community? What motivates me to participate in a vision to create a Giraffe world?

## **2. Presenting and demonstrating *NVC* theory and concepts**

- a) How do I develop my ability to communicate to others what I understand of *NVC* concepts?
- b) How do I develop my ability to understand and answer others' questions about *NVC*?
- c) How do I deepen my confidence in leading a practice group or presenting a piece of the teaching?
- d) How do I develop my ability to inspire others to approach me with their learning needs?

## **3. Ability to present the teaching effectively**

- a) What do I consider to be the most important information to present?
- b) How do I organize this material?
- c) What kinds of teaching aids, curricula, activities, examples, etc. do I use?
- d) How do I engage the participants' interest?
- e) How do I increase such qualities as clarity, comprehensiveness, compellingness, etc.?
- f) How do I develop my skills and fluency in demonstrating the model through role-play or other illustrations during training situations?

## **4. Receiving and offering feedback**

- a) How do I solicit feedback and strengthen my ability to give and receive honest feedback as a resource for my own and other people's growth? How do I offer feedback to others in a way that is likely to meet both our needs?
- b) How do I cultivate the capacity to offer my knowledge – including "correcting" people's errors – in a way that they welcome hearing?
- c) How do I increase my facility to receive negative feedback (especially when directed at myself or those with whom I am identified) without hearing criticism or perceiving hostility? How do I become more receptive to the possibility of benefiting from such feedback?
- d) When I organize or teach at *NVC* events, what kinds of interactions with others are most likely to trigger me? How would I like to be responding?

## **5. Group Skills -- "How might I..."**

- a) Expand my capacity to contribute in the context of a group?"
- b) Contribute more to each person's sense of their own power?"
- c) Contribute more to a group's sense of purpose and community?"
- d) Contribute to depth, authenticity and honesty in a group?"

- e) Contribute to harmony, the resolution of tension and conflict, mutual understanding and cohesiveness?"
- f) Contribute more to inspiration, joy and lightness in a group?"
- g) Contribute more to focus, efficiency and order?"
- h) Develop more awareness of the feelings and needs of other people in a group?"
- i) More fully balance my needs and those of others in a group?"
- j) Become more vulnerable in a group?"

## vi. Some Things I Might Do

### ***SOME THINGS I MIGHT DO to prepare for becoming a certified trainer***

Not all these suggestions will work well for everyone. They are offered as a guide to support your learning process and as a way of monitoring your own progress and readiness.

1. I would dedicate a notebook to my *NVC* practice--one central place to record my learning and insights and to come back for review.
2. I would regularly journal about moments of "stuckness" or conflict in my life and re-play them in writing, using *NVC*. For example in recalling an interaction where I felt disconnected from another person, I would journal about what I was observing, feeling and needing at various points of the interaction. What could I have said or done differently? What prevented me from doing so at that moment? What might the other person have been observing, feeling, needing and requesting?

Suppose I was frustrated with what I heard on TV news tonight: I might use my journal to draft a Giraffe letter to the media commentator. If someone praises me and I notice discomfort, I could try putting their words in my journal and translating them into *NVC*; do I then hear their message differently? I might celebrate a moment when I used *NVC* as I would have liked. Or journal about an episode of anger -- "enjoying watching the Jackal show" as I scribble down all my angry thoughts. In re-reading what I wrote, I would look for "should thoughts." Do I hear the needs hidden behind those thoughts?

I would ask myself often, "What am I learning here?" I could also use the (B) questions under "Certification Readiness ABC's" to focus some of my journal entries. Perhaps I would create imaginary scenarios and alternative ways of unfolding them through Jackal or Giraffe. I would journal about places of pain inside, connecting with my own needs, translating inner Jackal dialogues, and exploring requests I might make of myself.

3. I would find a buddy, a mentor, an *NVC* practice group or team. We would help each other develop goals and a clear structure for practice and use the materials in this packet. We would support each other in our intention to follow through with our goals and in making *NVC* practice a priority in our lives.

4. I would study "Certification Readiness ABC's" and evaluate my current strengths and weaknesses. I would take one or two of the questions and concentrate on them over a defined period of time before taking another to work with. ("Work" might include contemplation, journaling, requesting feedback or doing specific practices.)
5. I would cultivate awareness of intention when opening my mouth -- especially when I'm angry or when I have an urge to "say it anyway." ("Say it anyway" or "do it anyway" even though I'm aware that it's likely to contribute to alienation rather than to connection.) When I do act out of anger or the urge to "say it anyway," I would try to overcome the tendency to defend myself and instead acknowledge my limitations with compassion. The important piece for me is not that I fail to walk my talk, but that I acknowledge when it happens.
6. I would practice answering the question, "What is *NVC*?" in 15 seconds. Then change it to one minute, five minutes and 15 minutes. I would stage a mock presentation introducing *NVC* in 30 minutes.
7. I would lead practice groups and offer *NVC* introductory presentations to small groups. From there I would organize more extended trainings (workshops), first informally, then more formally. I would videotape my own presentations and study the tapes. I would ask for feedback from others for all aspects of these events. (See Feedback Form for Participant in packet of materials.)
8. I would practice using *NVC* in my life, especially where I have enemy images that trigger reactivity. Possible triggers might be political leaders, media commentators and letters to the editor. I would acknowledge this reaction and strive to free myself of it through self-empathy and requesting empathy from others.
9. I would make it a priority to attend *NVC* trainings available to me, especially by different trainers to expose myself to a range of styles and possibilities.
10. I would read recommended books that would help to deepen my conceptual understanding of *NVC* framework or assumptions. I would explore how these concepts apply to me (e.g. A book says our dominator system teaches us to value domination and submission. How have I internalized such values?).
11. I would go through *CNVC* materials (audios, videos, printed material), especially the resources recommended in this packet, that would support my skills as a potential trainer.
12. I would encourage in myself a conscious practice that involves taking time each day to notice what I appreciate in life, and to deepen my compassion and self-awareness.

## vii. Recommended Resources

(A beginning list - please add your own books and reviews that you find helpful and consider sharing them with others. Please also see bibliography in *Nonviolent Communication*.)



## NVC Materials

- **Nonviolent Communication: A Language of Life** by Marshall Rosenberg. (Book, comprehensive presentation of *NVC* basics)
- **Nonviolent Communication Workbook for Individual and Group Practice** by Lucy Leu (Workbook for 12-week curriculum to accompany Marshall's book, above)
- **Making Life Wonderful: an Intermediate Training in Nonviolent Communication** (4 Videotapes, 8 hours -- Taken from a 2-day workshop with Marshall; contains several extended role-plays)

## Other Books

- Eisler, Riane, **The Chalice and the Blade**
- Glickstein, Lee, **Be Heard Now: Tap into Your Inner Speaker and Communicate with Ease**, 1998  
This book can convince those of us anxious about speaking to groups that it's much more fun and effective to be ourselves than to be a "good speaker." The author shows us how to ground ourselves in our own authentic presence in front of a group and stresses the importance of truly connecting with, listening to, and opening ourselves up to the support of the audience. Glickstein is the founder of Speaking Circles, which uses "Transformational Speaking" to help people take pleasure and power in expressing themselves publicly.
- Kohn, Alfie, **Punished by Rewards: the Trouble with Gold Stars, Incentive Plans, A's, Praise, and other Bribes**, 1993  
"Drawing from hundreds of studies, Kohn demonstrates that people actually do inferior work when they are enticed with money, grades, or other incentives. The more we use artificial inducements to motivate people, the more they lose interest in what we're bribing them to do. Rewards and punishments are two sides of the same coin -- and the coin doesn't buy much. What is needed, Kohn explains, is an alternative to both ways of controlling people. Seasoned with humor and familiar examples, Punished by Rewards presents an argument that is unsettling to hear but impossible to dismiss." (quoted from back cover)
- Kornfield, Jack, **A Path with Heart: a Guide through the Perils and Promises of Spiritual Life**, 1993  
Meditation teacher and psychologist Jack Kornfield writes about inner transformation, meditation, and the integration of spiritual practice in contemporary Western life. "From compassion, addiction, and psychological and emotional healing, to dealing with problems involving relationships and sexuality, to the creation of a Zen-like simplicity and balance in all facets of life, it speaks to the concern of many modern spiritual seekers, both those beginning on the path and those with years of experience. Reading this book will touch your heart and remind you of the promises inherent in meditation and in a life of the spirit: the blossoming of inner peace, wholeness, and understanding, and the achievement of a happiness that is not dependent on external conditions." (quoted from back cover)
- Lerner, Michael, **Spirit Matters**

- Muller, Wayne, **Sabbath: Restoring the Sacred Rhythm of Rest**, 1999  
 "Our relentless emphasis on success and productivity has become a form of violence, Muller says. We have lost the necessary rhythm of life, the balance between effort and rest, doing and not doing. Constantly striving, we feel exhausted and deprived in the midst of great abundance, longing for time with friends and family, longing for a moment to ourselves." (quoted from inside cover) "This is a book that may save your life. In a culture where few question that more is better, Sabbath offers a surprising direction for healing to anyone who has ever glimpsed emptiness at the heart of a busy and productive life." -- Rachel Naomi Remen, M.D.
- Ram Dass and Bush, Mirabai, **Compassion in Action: Setting out on the Path of Service**, 1992  
 "...Ram Dass reflects on the lessons of his own life and addresses two vital questions: 'What in us responds to the needs of others?' 'What can we actually do to alleviate suffering?' What we have to give is who we are. We need to grow in awareness and insight if we wish to become more effective instruments for change. In this book of heartfelt encouragement and advice, Ram Dass and Mirabai Bush demonstrate the interdependence of social and spiritual development, reawakening in us the memory of true citizenship – a vital force in the conscious relief of pain and suffering. As His Holiness, the Dalai Lama, has said, 'Love and compassion are necessities, not luxuries. Without them, humanity cannot survive.'" (quoted from back cover)
- Remen, Rachel Naomi, **My Grandfather's Blessings: Stories of Strength, Refuge, and Belonging**, 2000  
 "...Remen, a cancer physician and master storyteller, uses her luminous stories to remind us of the power of our kindness and the joy of being alive. Dr. Remen's grandfather, an Orthodox rabbi and scholar of the Kabbalah, saw life as a web of connection and knew that everyone belonged to him, and that he belonged to everyone. He taught her that blessing one another is what fills our emptiness, heals our loneliness, and connects us more deeply to life. Life has given us many more blessings than we have allowed ourselves to receive. [This book] is about how we can recognize and receive our blessings and bless the life in others. Serving others heal us. Through our service we will discover our own wholeness - and the way to restore hidden wholeness in the world." (quoted from back cover)
- Nagler, Michael N., **Is There No Other Way? The Search for a Nonviolent Future**, 2001  
 Reading Nagler has helped me recognize the glory of the lineage to which we (NVC) belong and our active role in evolving the history and evolutionary potential of nonviolence. What uneasiness I once harbored around the word "Nonviolent" in the title "Nonviolent Communication" was replaced by a swell of pride and excitement as I read this book. It contains accounts of many touching moments of nonviolence, such as Hutu and Tutsi schoolchildren refusing soldiers' order to separate themselves by tribe, knowing full well what would come of such a separation. The book shows that nonviolence, far more than passive resistance, is active rehumanization. It strikes me that we who choose nonviolence are called to polish and hold ourselves as mirrors in such a way that anyone who approaches can behold their own humanity (or divinity) and thus come to recognize ours as well.
- Nepo, Mark, **The Exquisite Risk, Daring to Live an Authentic Life**  
 Thinking that you may not have heard of this poet and writer, I imagined you would enjoy one of many wonderful quotes from this book: *"To listen is to continually give up all expectation and to give our attention, completely and freshly, to what is before us, not really*

*knowing what we will hear or what that will mean. In the practice of our days, to listen is to lean in, softly, with a willingness to be changed by what we hear.”*

- Ross, Rupert, **Returning to the Teachings, Exploring Aboriginal Justice**  
This exploration is amazing in its synchronicity with NVC.
- Wink, Walter, **The Powers That Be**  
Highly recommended for a deep understanding of the political consciousness at the heart of NVC.

### **viii. Suggestions for Presenting an Introduction to *Nonviolent Communication* (adapted from PSNCC Trainers Council)**

We might wish to consider the following elements when presenting a (2-2 1/2 hour) Introduction to *Nonviolent Communication*:

1. Prepare by centering ourselves and remembering our intentions.
2. Open by establishing a connection with those present or by reminding ourselves and others of the interconnectedness of all life.
3. Communicate our intentions for the gathering and share personally why *NVC* is important to us.
4. Emphasize the purpose of *NVC*:
  - To inspire compassionate, heartfelt connection so that all needs may be met
  - To connect to the life in ourselves and others
  - To be inspired and to inspire others to give from the heart
5. Mention that *NVC* comprises a powerful set of concrete tools and a specific model for communication, but emphasize: *NVC* is a consciousness, a way of relating to ourselves and to others out of an awareness of feelings and needs.
6. Mention the history of *NVC* (founder Marshall B. Rosenberg, who began teaching during the U.S. Civil Rights era) and CNVC's current global presence.
7. Give specific examples of life-alienating communication (Jackal) and illustrate how these are transformed into *NVC*. Demonstrate a Giraffe interaction.
8. Show the four components and two parts of the *NVC* model. Explain the purpose of each piece, how it is expressed, and how they all fit together in a Giraffe dance. Use the ears to illustrate how we always have four choices when receiving a difficult-to-hear message.
9. Provide participants with opportunity to either write or orally contribute a situation in order to practice applying *NVC* to their own lives. Use participants' situations to further illustrate *NVC*.
10. Ask for feedback, specifying what is useful to you. Please request written evaluations. Certification candidates: see sample in this packet entitled "Participant feedback Form."

11. Provide suggestions as to how participants may further develop *NVC* skills and consciousness. Inform them about local organizations and trainings, *NVC* materials, and *CNVC*.

Provide:

- a. Brochures for local organizations or trainers
- b. *CNVC* newsletters
- c. Any written article on *NVC* or an interview with Marshall
- d. Order form for *CNVC* materials (available through *CNVC*), or
- e. If convenient, *NVC* materials, especially:
  - Marshall Rosenberg, *Nonviolent Communication: a Language of Compassion*
  - The accompanying *NVC* Workbook by Lucy Leu
  - Audiotape: "Connecting Compassionately" or "An Introduction to *NVC*"
  - And any of the videotapes you particularly like
- f. At the end, connect with any feelings of appreciation you might have from having offered and completed this presentation.
- g. You might wish to distribute handouts which cover:
  - Feelings inventory
  - Needs inventory
  - Worksheet for participant to apply *NVC* to a situation in their own lives
  - Model: 2 parts, 4 components and their cues

We also suggest the use of puppets and ears and visual charts to help reach participants with a range of learning styles.
- h. Finally, before and throughout any presentation, we remind ourselves as trainers to model what we teach, and as facilitators of a group, to be mindful of the safety and comfort needs of all participants.

## III FORMS

### ix. Training Log

Record *NVC* events where you were offering training. Please paginate completed log before submitting.

TRAINING LOG Name \_\_\_\_\_ Page \_\_\_\_\_

Title of training \_\_\_\_\_

Date(s) \_\_\_\_\_

Total # of hrs \_\_\_\_\_ # of participants \_\_\_\_\_

Location \_\_\_\_\_

Check whether you: led or co-led or assisted at this training.

Other leaders/trainers \_\_\_\_\_

- In what ways were you satisfied or dissatisfied with your leadership at this event?
- What did you particularly value about this event or your leadership?
- What was easy or difficult for you?
- What would you like to have done differently?
- What would it take for you to be able to do it differently next time?
- What did you learn from leading this training?

## x. General Feedback Form

For \_\_\_\_\_ (Name of candidate)

Feedback from (name)

\_\_\_\_\_ Email/Ph \_\_\_\_\_

Relationship to  
candidate \_\_\_\_\_

\_\_\_\_\_ date \_\_\_\_\_

As part of the preparation process for becoming a certified *CNVC* trainer, candidates are encouraged to solicit feedback from *NVC* group co-members, team-mates and mentors, colleagues, neighbors, and friends, in order to support the candidate's growing self-awareness.

Please respond **ONLY** to those items where you have had a relevant experience with the candidate. Briefly describe a specific observation (what did the candidate do or say?), along with what need of yours was met or not met, that would apply to any of the following areas

1. Teaches and demonstrates *NVC* concepts effectively.
2. Communicates clearly and concisely.
3. Expresses understanding and empathy towards others, especially when it may be emotionally difficult to do so.
4. Relates honestly with self and others; is connected to and can express own needs and feelings.
5. Is able to stay in touch with self when given "negative" feedback.
6. Recognizes when own heart has shut down or harbors the desire to hurt someone, but makes conscious choice to speak or act consistently with one's values.

7. Able to offer understanding and support to both sides of a conflict; contributes to clarity and reconciliation in situations of tension and alienation.
8. Demonstrates flexibility (ability to let go of specific outcome).
9. Is reliable: makes, keeps, and breaks agreements with care, awareness, and responsibility.
10. Being present: physically, emotionally, mentally
  - Demonstrates physical stamina to be able to stay actively engaged in multi-day trainings without significant drop in energy or ability to function.
  - Is emotionally centered and present to others (or what is currently happening in the group) without being distracted, overwhelmed, or needing to absent oneself. Is able to effectively self-empathize rather than require on-the-spot empathic attention from others to continue functioning with focus in the group.
  - Possesses mental stamina to sustain attention over a day without the urge to absent oneself (other than during scheduled group breaks).

## xi. Participant Feedback Form

Name of candidate for CNVC Certification \_\_\_\_\_

Feedback from (name) \_\_\_\_\_ Email/Ph \_\_\_\_\_

As part of the preparation process for becoming a CNVC Certified Trainer, candidates are encouraged to solicit feedback from participants of practice groups or trainings which candidate is leading or assisting with.

Title of event \_\_\_\_\_

Date \_\_\_\_\_ Location \_\_\_\_\_

Was candidate (please circle): (a) Sole trainer (b) Co-trainer (c) Assistant Trainer?

1. How helpful was this training (or this candidate's contribution to the training)? In what ways was it helpful? In what ways might it be improved?
2. In what ways were you satisfied or not satisfied with the way the candidate presented the materials and responded to your questions and concerns? What in particular did the candidate do or say contribute to your satisfaction or dissatisfaction?
3. How comfortable and connected did you feel at this training, and what, if anything, did the candidate do or say that contributed to that experience?

## ASSESSMENT

## xii. Description of Assessment Session

We expect the assessment session, which will consist of a series of activities interspersed with feedback and followed by evaluation, to take a minimum of 3-5 hours. The activities will comprise mostly role-plays drawn from the situations described in Part II (below) with you playing the role of "Giraffe."

A list of *NVC* concepts and processes, including key differentiations and often-asked questions are listed in Part (A) of the document, "Certification Readiness ABC's." The assessor will be looking for your understanding of some of these concepts and processes as manifested in three areas:

- a) Your verbal explanation of concepts and processes. We would like to see easy recall, clarity and the use of examples to illustrate each concept or process,
- b) Your demonstration through role-play of how these concepts and processes are applied, and
- c) Your integration of them in real-life interactions with yourself and the assessor during the assessment session.

## PART I. ASSESSMENT ACTIVITIES

During the assessment session, you may be asked to:

1. Set up a role-play of a situation of your own choosing.
2. Do a mock presentation on an important aspect of *NVC*.
3. Respond to questions regarding *NVC* concepts and processes.
4. Demonstrate or describe how you
  - a) empathize(d) with yourself in specific situations, or
  - b) approach(ed) an internal conflict.
5. Respond to assessor's feedback (including possibly unwelcome feedback).
6. Undertake Role-play Situations (A) 13, (B) 4, (C) 1, and (C) 7 (see Part II, Role-play Situations, below).
7. Describe an unresolved conflict you have with someone. A "conflict" may be any situation where your heart shuts down to any degree to another person.
8. Take the Giraffe role in any of the role-play situations listed in Part II, below.
9. Offer self-evaluation, both generally and for this assessment process.
10. Evaluate the assessment process.

## PART II: ROLE-PLAY SITUATIONS

These role-plays are divided into three categories:

(A) General interpersonal situations involving family members, partners, friends, colleagues, neighbors, etc.

(B) NVC "leader" situations where you are leading NVC trainings or organizing NVC events.

(C) Social change situations where you are wanting to contribute to or effect change in the outlook or behavior of specific groups, institutions and organizations.

What we are looking for in the role-plays is your ability to stay in NVC consciousness, to make choices on when to empathize or express, and to remain connected to feelings and needs. We are not looking for a full resolution of any of these situations.

### **(A) General Interpersonal Situations**

- 1) As a parent or teacher, you see a child, age 5, poised to throw a block at another child's head. (What would you do or say to either or both children?)
- 2) You are part of a team creating a flyer for a public event. In printing out the final copy, you made some changes which you thought were minor, but turned out to be important for another team member. The more you explain your decision, the angrier he appears to be. He raises his voice and gesticulates with large arm movements, placing his face within 5 inches of yours while addressing you at a volume that can be heard throughout the building.
- 3) Your boss says to you, "Your work has been slipping lately. I'm not sure how long I can keep you in this job."
- 4) You bought a set of clay pots in which to plant herbs. As you remove a pot from the tight packaging, you are shocked to discover your thumb poking right through the pot, which then crumbles. You bring the whole set back for an exchange. The store owner says quietly, "This is not a defective item because it was in perfect shape when you bought it. I'm sorry but there is really nothing I can do about it."
- 5) Your boss requests you to drop a project you are working on and in which you are emotionally invested. Instead she asks that you take on a different piece of work. When you ask why, she appears reluctant to discuss it, but then says something to the effect that the funding agent no longer supports that kind of project. You believe she is not telling you the truth.
- 6) You want your teen-age son to get a shot from the doctor and he is resisting. You try to empathize, "Are you feeling anxious because you would really like to be spared that pain? Are you feeling annoyed because you would like to be going to town with your friends instead? Are you feeling...?" Your son interrupts with a look of disgust, "Mom, have you ANY idea how stupid you sound when you talk like that?"
- 7) As you are riding a bike, the door of a parked car swings open suddenly. You swerve to avoid hitting it and fall down. You realize you are not hurt, but very shaken. You want to communicate what you are feeling and what behaviors you would like to see in car drivers. As you start to speak, he exclaims, "Wow, you were riding really fast there!"



- 8) You had invited your new neighbors to dinner and then had helped them get settled. You were happy to help, especially since they are elderly and speak limited English. But now they drop by daily, often staying longer than you would like, describing innumerable problems and asking for help. You feel impatient; you want the visits to stop but are nervous about their feelings getting hurt.
- 9) You are a teacher and your partner is expressing jealousy towards the many students who visit your office after class for extra guidance. You empathize and then tell your partner that you don't experience any attraction towards any of your students and it would never cross your mind to engage with them other than as their teacher. Your partner looks you in the eye and says calmly, "I don't believe a word you are saying."
- 10) You are the owner of a garage that employs a handful of mechanics and assistants. One of the assistants comes to you and sighs "All I ever do is the scut work around here. Sometimes I feel I am just a drudge, working my life away."
- 11) You work at a factory where there has been tension between supervisors and workers. You are able to empathize with both groups and get along well with the supervisors as well as your fellow workers. As tensions in the factory heat up, you find yourself one day in the bathroom facing three of your fellow workers. "Listen," they say, "stop straddling the fence here. You are either on our side or on the side of the boss. Now choose!"
- 12) Two of your friends had a conflict. One of them came to you and you listened and reflected empathically to her. The next day the other friend calls you up on the phone and says, "What kind of a friend are you? Talking about me behind my back! I want an apology from you right now, or just forget about ever seeing me again. And not some wimpy Giraffe apology! I want to hear a real honest apology! You betrayed me as a friend and I want you to say you're sorry!"
- 13) Your friend says, "My daughter hasn't talked to me for two years. I just feel worthless."

### **(B) NVC "Leader" Situations**

1. You run into a man on the street whose wife is in your practice group. He greets you hesitantly and then says, "You know, I had no objection when we first started this Giraffe stuff, but I must admit I've been shocked. Peggy used to be a really caring woman -- she was responsible and considerate of everyone around her. Now she only cares about herself and when I tell her to look at what's going on for me and for the kids, she just quotes me this NVC bullshit she gets from your group. Do you know our family is falling apart?"
2. At a workshop, you ask a participant in a role-play to express a feeling. The participant responds, "A feeling? Umm... rejected: I feel rejected."
3. After watching you introduce the Jackal puppet and demonstrate life-alienating communication, a participant says, "You can say you're using these animals symbolically, but representing jackals that way will end up hurting the real jackals"

living on our planet. It's not a very responsible thing to do for a training that's supposed to be about compassion."

4. A workshop participant says, "I don't agree with you. Sometimes children do need punishment in order to learn. I don't mean necessarily severe or corporal punishment. But as parents and adults, we must accept the responsibility of punishing children when necessary."
5. A workshop participant says, "This stuff you're presenting is all very fine theoretically, but real people don't talk like that."
6. A workshop participant says, "Isn't what you're teaching really a philosophy of selfishness? I mean, it's constantly about MY feelings, MY needs... Sometimes you have to think about other people and do what's right, and not always be focusing on what YOU are needing or feeling. There ARE some things that are just right or wrong."
7. After hearing you present ways in which *NVC* can contribute to our lives, a workshop participant exclaims, "WOW! Can it help me lose weight?"
8. During a workshop you are leading, one of the participants says: "I am really not trusting this thing about everyone having the same needs. Some people just really care only about themselves."
9. At an *NVC* event, someone says, "This Marshall Rosenberg sounds like another New Age guru."
10. A workshop participant says, "I really like everything you're sharing with us about *NVC*. It's a great process. The only thing is I'm noticing ...like in some of those spontaneous role plays you guys were doing...I mean, even you trainers sometimes could hardly get a word out ...or say a sentence without stuttering. So I'm just wondering...what it takes to really get this *NVC*, or if it's possible even."
11. During a presentation at a workshop of about 20 people, a participant volunteers, "You know, this is just like what I was reading about the other day. There is a whole school of thought that supports exactly what you are saying. The only difference is that when they speak about "observation," they mean more than what you are saying. It's more like perception, but actually it's more than perception, because perception could just be mental, but here it's the perception of anything that comes through the senses, and you know, I think -- is it in Buddhism that even thinking is considered one of the senses? So actually if we are talking about observation in that sense, you can be observing smells and thoughts and that means that... (he continues)."
12. At a church meeting featuring restorative justice and *NVC*, someone asks, "Explain to me how *NVC* can help to heal victims of rape."
13. After the first day of a weekend workshop, two participants approach you with this feedback, "We're not finding we are learning very much here. It seems like maybe you just aren't too confident with *NVC* yet. We really liked the last workshop with that other trainer whom you were helping out... Is there a possibility that we could have her present tomorrow?"

14. A workshop participant says, "What is the point of communicating that way? I've tried similar techniques in the past and I just seem to get bogged down with all this I-feel-like-this-you-feel-like-that, and we really go nowhere and nothing is resolved. Now you and I just had a pretty good conversation; how would it have been different if we had done it the *NVC* way instead of the normal way we just did?"
15. A workshop participant says, "Let's say I've got a teenage son who is completely rebellious. He will not do anything that I ask. How can I get through to him?"
16. At an *NVC* event, someone from another organization says, "I hear that your *NVC* organization is pretty much of a mess itself... people at each other's throats, wanting to get rid of each other, decisions being made ignoring a lot of people... I mean what makes you think this is going to work for us if it doesn't work for you?"
17. At a community workshop on *NVC*, a participant bursts out, "What do you mean by saying that 'child-molester' is a label?' What do you mean 'There is no such thing as a child molester!' I can show you several right in this neighborhood. You guys better wake up and realize that your so-called compassion is putting our kids in jeopardy!"
18. At an *NVC* event, someone says, "How come you folks charge so much for these *NVC* workshops? Is this a business?"
19. At your first workshop, a participant says, "I'm so tired of hearing those Marshall Rosenberg stories you keep telling. Why don't you tell your own stories?"

### **(C) Social Change Situations**

1. Identify an area or an organization (e.g. school, hospital, police department) where you would like to contribute to change through the introduction of *NVC*. Take the role of a trainer who has been given a 15-minute appointment to meet the head of such an organization (e.g. principal of a school, president of a company). Following a brief greeting, this person says to you, "What is *NVC*? What will it do for us?"
2. Identify a social or political issue that is of concern to you (e.g. sweat shops, gay rights, capital punishment, etc.). Role-play an interaction with someone representing a group who differs strongly from you on this issue and whose views and behaviors you would like to address.
3. Your cousins in-laws opened up an opportunity for you to do a workshop for the leaders and staff of the National Alliance. You feel nervous about this organization, which puts out literature such as: America becomes darker --racially darker -- every year, and that is the direct result of our government's immigration policy; We White people, we descendants of the European immigrants who built America, will be a minority in our own country; Malicious aliens (European Jews) came into our land and spread spiritual poison among our people, so that our spirits become corrupted and our minds become confused." What might you do or say at the workshop to address your concerns?
4. During a meeting of your regional *NVC* organization, someone says, "I'd like to keep our curriculum and trainings focused on interpersonal communication. We're kind of losing the essence of *NVC* with all this emphasis on social change. We are not a political organization. We have a diversity of views among us, but I believe that our

organization must stay politically neutral to do the work we are here to do -- which is to pass on the skills of *NVC*."

5. You would like to speak to the head of an organization which is behaving in ways you consider harmful. When you call to make an appointment, an administrative assistant answers the phone and says, "We understand your position, and I will communicate it to (the head of the organization). We really value your input. Thank you for your interest."
6. You are meeting with some people to affect an issue that has deep significance for all of you. While discussing the actions of the government (corporation, group, etc.) which is behaving contrary to your values, the person next to you says, "These jerks don't care about anything, they are just out to gain personal power."
7. Your team was asked to put together a proposal for a major training for a school system. You have met several times to plan the training. Now is the final meeting of the team before the proposal is due, and you still have many items to address. As the discussion gets heated, a team member says, "I feel really scared to say this, but I really need some empathy right now. This is bringing up a lot of stuff for me, and I can't really be present for the discussion. I know we have a deadline, but it's more important to me that we function in line with *NVC* principles."

END