

# Lesson 10: Conflict Engagement

## Handout 2: Non-Violent Communication

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**OBSERVATION:** Stick to the facts.

**EMOTION:** How we feel about the facts.

**NEED:** What we need in response to our feelings.

**REQUEST:** What we would like to happen so that our needs are met.

*Let's apply this concept to real world situations. Choose one of the scenarios below and work with your partner on resolving the situation.*

### SCENARIO 1

Teacher and students in a classroom during science week. Students have been assigned to stand in front of the class and present their science project. Three students in the back row (Ricky, Marti, and Terri) are carrying on a distracting side conversation during a presentation.

**What could the teacher say to address this situation through non-violent communication?**

**Work with your partner on completing the sentences below:**

#### Step 1 (Observation)

I noticed \_\_\_\_\_

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#### Step 2 (Emotion)

I feel \_\_\_\_\_

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#### Step 3 (Need)

I would like \_\_\_\_\_

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#### Step 4 (Request)

I would like to ask you to \_\_\_\_\_

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## SCENARIO 2

Several students are in the commons, which is designated as a quiet study area. Erin is trying to finish a last-minute review for a high stakes end-of-term math exam starting in 10 minutes. Billie is sitting at the table directly across from Erin. Billie has earbuds in, and is singing quite loudly and drumming on the table top with a ruler and a pencil.

**What could Erin say to Billie to address this situation through non-violent communication?**

**Work with your partner on completing the sentences below:**

### Step 1 (Observation)

I noticed \_\_\_\_\_

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### Step 2 (Emotion)

I feel \_\_\_\_\_

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### Step 3 (Need)

I would like \_\_\_\_\_

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### Step 4 (Request)

I would like to ask you to \_\_\_\_\_

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