

WELCOME TO

# USING NVC FOR MANAGING CONFLICT ON YOUR AGILE TEAM

AGILE ALLIANCE, 2013

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## PURPOSE

Share core concepts of NVC that agile teams find useful for managing conflicts that inevitable arise.

## AGENDA

- What is your burning question?
- Large group exercise
- Stimulus vs. Cause
- 4 step NVC protocol
- Four key distinctions
- Small group practice
- Wrap up

# A PARADIGM FOR MANAGING CONFLICT ON AGILE TEAMS

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Based on the work of  
Marshall Rosenberg, Nonviolent Communication

# AN EXERCISE: LUNCH WITH THE SCRUM MASTER

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SITUATION (OBSERVATION)	THOUGHTS	FEELINGS	NEEDS
12 NOON You arrive at restaurant. No SM.  12:20 Still no SM.			

# Assumptions

1.

Everything someone says or does is an attempt to meet one or more universal needs.

2.

We all have the same universal needs (not necessarily up at the same time) and all our needs matter.

3.

Universal needs are never in conflict. Strategies for meeting those needs are what lead to conflict.

4.

Value maintaining a connection with the other over finding a quick solution.

# STEP ONE: Understanding YOURSELF



O

**OBSERVATION**: What did the person say or do? What is a concrete, verifiable description all can agree on? Free of your judgments, evaluations, interpretations.



F

**FEELING**: What am I feeling? An emotion, sensation I experience in my body. This is very different from my thoughts – things I tell myself in my head.

e.g., I feel mad/upset/hurt vs. I feel disrespected



N

\*\* What do I **NEED** or **VALUE** in this situation? \*\*

Awareness of my core needs/values in the moment helps me translate my judgment of wrongness of the other into clarity about what *my unmet needs* are in the moment. (See NEEDS list)



R

What's my **REQUEST** of the other or myself?

Is there a strategy, something I am willing to do, that might meet my need and the other's need?

# Key Distinctions to Make

## OBSERVATION

She came in 15 minutes after the meeting started.

He did not attend the meeting.

vs.

## Judgment, Evaluation, Interpretation

vs.

*She is always late for meetings.*

vs.

*He blew off the meeting again.*



# Key Distinctions to Make

## FEELINGS

Feeling word (see list)

I feel mad/sad/glad  
I am curious...  
I'm angry/upset...  
I feel alarmed...  
I'm worried...

vs.

## THOUGHTS

*I feel it's important...*  
*I feel you should...*  
*I feel disrespected...*  
*I feel ignored...*  
*I feel criticized...*

# Key Distinctions to Make

## NEED (universal)

vs.

## STRATEGY

Need/ Value (see list)

*What to do / Action to take*

I value having **choice/options**.  
I care about **including everyone**.  
I really want **team work & collaboration...**

*You need to....*  
*I want you to ...*  
*I believe it is time ....*

**Accountability** means a lot to me.  
**Clear communication** is really important to me.

# Key Distinctions to Make

## REQUEST

vs.

## DEMAND

1. For Connection
  - a. Would you be willing to tell me what's going on for you?
  - b. Would you be willing to tell me what you understand I'm saying?
2. For Action

Would you be willing to ...?

Hearing NO is not acceptable to you.

# Key Distinctions Recap

**OBSERVATION** vs. **EVALUATION,  
JUDGMENT,  
INTERPRETATION**

**FEELINGS** vs. **THOUGHTS**

**NEED** vs. **STRATEGY**

**REQUEST** vs. **DEMAND**

# STEP ONE: Understanding YOURSELF



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# STEP TWO: Curiosity About the OTHER



OBSERVATION: What did the person say or do? What is a concrete, verifiable description all can agree on? Free of any judgments, evaluations, interpretations.



FEELING: What might they be feeling? An emotion, sensation experience in their body?  
EG: Are they feeling mad/upset/hurt? vs. Defensive



\*\* What might THEY NEED or VALUE in this situation?\*\*  
(See NEEDS list)

## Opt In Small Group Practice

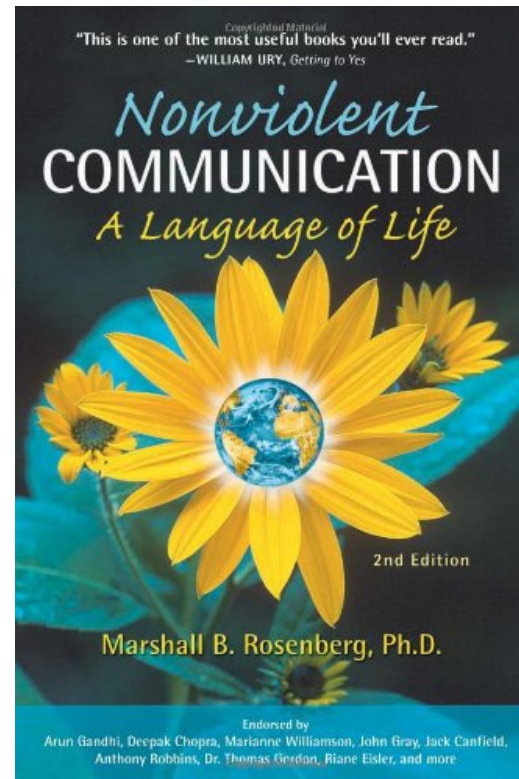
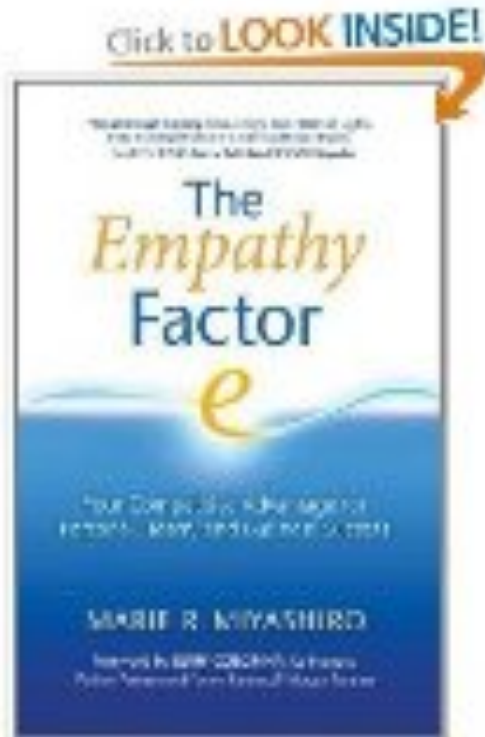
Pick one scenario to work with in your group.

1. “There are too many meetings. I can’t get my work done.”
2. “The P.O. is so disorganized! I hate these backlog grooming meetings.”

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- a. Observation or Evaluation? (If evaluation, what might be an observation?)
- b. What might the speaker be feeling?
- c. What would you guess is the speaker’s need?
- d. What possible request might the speaker make?

# Continue Your NVC Learning





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Center for Nonviolent Communication

[www.cnvc.org](http://www.cnvc.org)

PuddleDancer Press

[www.puddledancerpress.com](http://www.puddledancerpress.com)

Pat Arcady's blog posts @

[www.FreeStandingAgility.com](http://www.FreeStandingAgility.com) (fixin' to start this week)

Attend NVC-Agile daylong training class with Pat

[www.FreeStandingAgility.com](http://www.FreeStandingAgility.com)

**THANK YOU  
FOR ATTENDING & PARTICIPATING!**

**I APPRECIATE THE CHANCE TO  
SHARE AND LEARN  
TOGETHER.**