



ACTION MANUAL OF NON-VIOLENT COMMUNICATION



I. DEFINITION

Non-Violent Communication (hereinafter, NVC) is the communicative approach based on the fact that many of the interpersonal conflicts have as their origin the lack of understanding and empathy between their interlocutors. For this reason, this approach aims to enable interlocutors to communicate and establish relationships from understanding and empathy through clear and effective communication, without blaming or judging others. For this reason, the four basic pillars of the NVC are:

1. Observation: It is important that interlocutors learn to understand objectively what they see and what they hear, without prejudice and without judgment.
2. Feelings: It is important to know how to identify and differentiate the feelings we have at all times, without making others responsible for them.
3. Needs: It is important to recognize what needs are behind our feelings and know how to express them in a positive way.
4. The requests: After recognizing the needs, it is necessary to know how to make requests in a clear and concise way, without demands, and respecting the freedom of our interlocutor not to accede to them.

II. AIMS

The aims set by the IES L'Almadrava in Benidorm to implement this action protocol are the following:

1. Foster respect among the different members of our educational community.
2. Promote effective and non-violent communication.
3. Reduce verbal aggression between different members of the educational community.
4. Encourage empathy and compassion.
5. Develop conflict resolution skills.
6. Improve communication between the different members of our educational community.



7. Encourage self-knowledge through self-awareness and understanding of one's own feelings and needs.

III. PERSONNEL INVOLVED

In the following CNV protocol, all members of the educational community of the IES L'Almadrava in Benidorm are involved:

- Teachers
- Non-teaching staff
- Student body
- Families

IV. SCENARIOS

The scenarios in which to work through the CNV in the IES L'Almadrava are the following:

1. In the classroom: NVC can be used by teachers and students as a tool to communicate more effectively and empathetically, encouraging dialogue and peaceful conflict resolution.
2. In school coexistence: The NVC can be used as a tool to promote a more peaceful and respectful coexistence among students, reducing bullying and school violence. The coexistence between students sometimes causes conflicts due to prejudices, misinterpretations, cultural, religious, identity or personal differences or the inability to express what they feel.
3. In the faculty: The CNV can be used as a tool to promote coexistence within the faculty and teaching teams to find solutions to conflicts in the professional field.



4. In extracurricular activities: NVC can be included in activities such as conflict resolution workshops, discussion and discussion groups, book clubs, among others. In this way, dialogue and reflection on topics relevant to students are encouraged, and tools for effective communication are provided.
5. In the management team: The management team of our High School can work the CNV among themselves and with the rest of the teaching staff to promote a culture of empathic and effective communication in the school environment. This can help improve decision-making, conflict resolution and collaboration among team members, and will also have a positive effect on the Institute's work climate.

V. STRATEGIES

1. Teaching staff and non-teaching staff: For the familiarization of the CNV within the educational community, the IES L'Almadrava will request the CEFIRE (body of the Education Department of the Valencian Government in charge of teacher training) the delivery of training for the teaching staff of the center so that they know the principles of the NVC. This request is made through Professor D^a. Laura Lacalle, responsible for Continuous Training of teachers of the IES L'Almadrava. It is requested that the training be face-to-face and in the center itself.
2. Students: The familiarization of the students of the IES L'Almadrava will be carried out especially through the Tutoring. The Guidance Department will be responsible for making work proposals to be worked on by the students at the assigned Tutoring time in the school schedule of each group. The work proposals made by the Guidance Department will respond to the following objectives:



- a. Identify and express feelings: Teach students to identify and express their feelings clearly and honestly, avoiding judgment or criticism of others. For example, students may be asked to describe how they feel in a specific situation and teach them to use words that express their emotions clearly and concretely, such as "I feel sad" or "I feel frustrated."
- b. Active listening: Teaching students to actively listen and pay attention to the feelings and needs of others. This involves listening without judging or interrupting, and asking questions to better understand the other person's feelings and needs.
- c. Empathize with others: Teach students to practice empathy and put themselves in the shoes of others to better understand their feelings and needs. This can help develop compassion and understanding towards others.
- d. Resolve conflicts peacefully: Teach students to resolve conflicts peacefully, avoiding the use of violence or aggression. This may include techniques such as negotiation, mediation, and establishing mutual agreements.
- e. Encourage effective communication: Teach students to communicate effectively and nonviolently, using clear and precise language, avoiding judgment and criticism, and trying to understand the needs and feelings of others.
- f. Promote respect and tolerance: Foster a culture of respect and tolerance towards others, promoting inclusion and diversity and avoiding discrimination and harassment.



3. **Guidance Department:** It is responsible for proposing or designing activities that are motivating and of interest to students to be worked on within the classroom. These activities may consist of:
 - a. Games that allow you to work on feelings and empathy.
 - b. Viewing of films and documentaries.
 - c. Planning of dialogic and participatory classes.
 - d. Visits from people outside the educational community who can enrich our students from their experience.

VI. ACTIONS

Within the framework of the CNV, the IES L'Almadrava will implement the following actions within the activity of the educational center:

1. **Mediation group for conflict resolution:** It is a group managed by teachers in charge and qualified that aims to resolve conflicts that may occur within the educational community either between students, between teachers and students and even between teachers. The members involved in the different actions of the Medication Group must at all times have the communicative guidelines of the CNV
2. **Peer Tutoring:** It is a group managed by teachers in charge and qualified in Peer Tutoring that consists of the accompaniment of newly arrived students at the center through another student of a higher course so that they have an equal reference in case they need help.
3. **Coexistence Commission:** Designed to resolve the most serious conflicts of coexistence in the Institute. The members involved in the different actions of the Coexistence Commission must at all times have the communicative guidelines of the CNV.



4. Acquisition of a radio station for the creation of radio content by students with whom they can work and reflect on non-verbal communication, empathy, values, companionship, compassion, etc.
5. Awareness workshops: Workshops and activities can be organized to sensitize students on issues such as discrimination, harassment and diversity. These workshops include participatory activities, debates and discussions, and can be taught by external experts or members of the teaching team.
6. Mother Language Day: It is a festive day in which the center celebrates the cultural diversity it enjoys and, consequently, inclusion, tolerance and respect. For this day, posters, recreational activities, artistic and musical shows and the collection of funds to be donated to an NGO through a gastronomic festival are prepared. In the 2022-23 academic year, this activity was carried out on 17/03/2023 and was coordinated by the vice-directorate.
7. LGTBI + Pride Day: The center dedicates a festive day to celebrate the sexual diversity of the entire educational community and, in this way, work against discrimination and prejudice to the LGTBI + community and in favor of respect, tolerance, inclusion and equality of this group. Also, through this day, the IES L'Almadrava launches two messages implicitly: on the one hand, that respect for all people is above their sexual orientation and, on the other hand, a very powerful message is sent to those students who come from family environments where homosexuality or bisexuality is seen as something negative, shameful or dangerous.

VII. GUIDELINES

The following guidelines are recommended in daily communication at the Institute and, especially, in those actions that aim to resolve conflicts:

1. Active listening: Encouraging active listening involves paying full attention to what the other person is saying, trying to understand their perspective without judging or interrupting them.



2. Express emotions and feelings: Instead of blaming or criticizing, it is important to express one's feelings and emotions in a clear and direct way.
3. Avoid generalizations: Avoiding generalizing and labeling people is important to avoid stereotypes and prejudices.
4. Be respectful: It's important to be respectful at all times, even if you disagree with the other person. Insults, disqualifications or mockery should not be used.
5. Seek solutions: Instead of focusing on the problem, you should look for constructive solutions. It is important to have a positive and collaborative attitude to find solutions that satisfy both parties.
6. Being empathetic: Trying to put yourself in the other person's shoes and understand their perspective is critical to avoiding conflict and fostering empathy and compassion.

VIII. EVALUATION

To evaluate the correct application of the CNV in the IES L'Almadrava the following aspects will be taken into consideration:

1. Check that the objectives are well defined and determine if they need to be modified or extended.
2. Data collection: Data will be collected on the number of cases that reach the Mediation Group for Conflict Resolution and the Coexistence Coordination.
3. Analysis of data and determine strengths, weaknesses, opportunities and threats. For this you can follow the SWOT method.
4. Identify areas for improvement and propose concrete actions aimed at solving those aspects that have not given a satisfactory result in the evaluation.
5. Track improvements in the next course.
6. Inform the educational community of the evaluation: Faculty and the School Council.