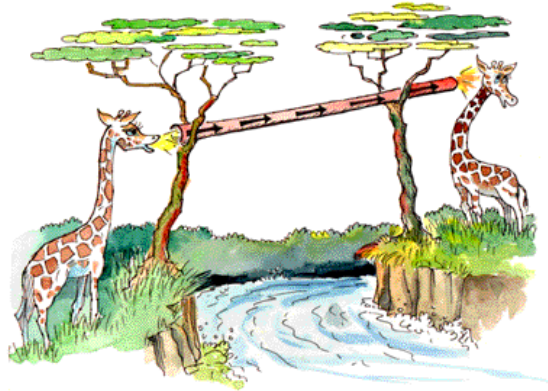


Holley's Suggestions for Using "The Tube of Communication"



The Tube of Communication[©]

A hands-on opportunity to role-play all three parts of the Nonviolent Communication process; Expressing Honestly, Self-Empathy, and Empathic Listening. Use the Tube to visually introduce: the whole dance of NVC, a lively conflict resolution or practice "The 10 Obstacles of Listening."

What do the props stand for?

1. Tube = the possibility of communication between two people.
2. Purple Scarf = the message you want the other person to hear.
3. Red Scarf = the other person's message
4. Gold on the scarf = A human "Need". We are each trying to hear the "Delicate precious need."
5. Dowel = an instrument used to push and pull the scarf through the tube.

Directions for a role-play between two people: Suggest a conflict or giraffe interruption. Together make suggestions and then decide on a real-life situation you want to use.

Part One: Person A tries to be heard. (Expressing Honestly)

1. **Person A:** (Giraffe) Hold the Tube in one hand and begin to express honestly in Giraffe while pushing your purple scarf (message) through the tube. Say something like:

"When I hear you say, ' _____',
I feel _____
Because I was hoping/wishing _____.
I have a need for (more, some) _____.
And now, would you tell me what you are hearing me say?"

2. **Person B:** (Jackals the Giraffe) Interrupt Person A, right after the "Need" or somewhere before the end. Make this interesting by putting some energy into the interruption and embellishing it. While you are interrupting, put your red scarf into your side of the tube and push it in vigorously, using the dowel to shove it further. In your own words, use sentences that might start like: "You are so _____. You always have to _____. The trouble with you is _____."

Hint: For variety and learning, choose one of the Ten Obstacles of Listening as a way to interrupt.

3. **Person A:** (Jackals the Jackal) Get suddenly reactive to Person B's reaction and escalate the situation. You can bring in imaginary data from other times to back-up your case. "Oh yeah? Well, I remember the time when you _____!" Push your scarf in further as you speak, making a traffic jam.

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Part Two: Person A speaks to self silently. (Self-Empathy)

4. **Person A:** (Giraffe) Catch yourself not having fun. Decide to pull your scarf out of the Tube (temporarily) and give yourself empathy. We often put on a hat to indicate clearly that we are speaking to ourselves at this point. **With the hat on**, say something silently to yourself such as:

a) Dump: "That so and so! How dare s/he say that to me! S/he's such a _____! (Keep going with your silent dump until you have no more jackal judgements. Although you may feel some embarrassment, these jackal thoughts have been draining your energy. Courageous self-honesty can open you to nonjudgemental ownership and dramatic heart shifts. You can heal what you can hear. Marshall often invited us to take our time in this part and "Enjoy our jackal show."

b) Feeling: I feel _____

c) Wish: Because I was hoping _____.

(Suggestion: Say **b** and **c** together and keep going back for more feelings and wishes, until you have connected with yourself at a deeper level and sense that you are ready to guess your need)

d) Need: I have a need for _____. (Return to **a**, **b** or **c** until you find the core need.)

e) Strategy/request of yourself: "And now, I want to connect with her/his feelings and needs." (With this strategy in mind, **take off your hat** and return to the person in front of you.)

Part Three: Person A guesses feelings and needs. (Empathic Listening)

5. **Person A:** (Giraffe to Jackal/Giraffe) Speak to **Person B** and take a guess or two at what s/he might be feeling, wishing, or needing that would prompt her/him to respond like that.

6. **Person B:** (Melt slowly into Giraffe) Respond to the empathy with a Jackal statement at first. Then as you are moved by the connection, share your real feelings, wishes and needs if possible.

Part Four: Person A asks again to be heard. (Expressing Honestly)

7. **Person A:** (Giraffe to Jackal/Giraffe) Go back to Number one and express what is alive in you now that you have heard Person B's feelings and needs. This may now be different from what you first wanted to share. "I'd like to share some needs too. Might you be open to hearing me now?"

Part Five: Person B connects to feelings and needs. (Empathic Listening)

8. **Person B:** Take a guess or two at what **Person A** might be feeling, wishing, or needing that would prompt her/him to bring this up. Connect with what is alive in her/him now without taking it personally this time. See if you can listen without trying to explain, defend, minimize or fix it.

Part Six: Closure: A & B discuss a strategy. (Solution/Strategy Requests)

8. **A or B:** Decide if you are ready to strategize: Either take turns or use a "popcorn" technique to brain-flow ideas. Each speak spontaneously (write them down?) without any early judgments about "doable or not do-able." After that evaluate them, looking with heart-eyes for an agreeable strategy to use next time or to resolve this situation. Deciding if you are ready might sound something like:

A or B: Are you complete or is there anything more you'd like me to hear?

Response: I am complete, thanks. How about you? Are you feeling complete, or is there something else you'd like me to hear? **Response:** I'm complete. Thanks for checking. Shall we go to strategy?

Some phrases that create an invitation to brain-flow: (Formerly known as, "Brainstorm.")

Would you be willing to talk about how we could do this differently next time?

I'd like to talk about what we can do now. Are you okay with that?

Would you like to think of some creative ways to deal with this? Solve this? Resolve this?