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HIDDEN CONFLICTS IN DAILY LIFE

**(reducing hostile behavior with the technique of
Nonviolent Communication - NVC)**



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Talking about someone's appearance without being asked runs the risk of committing a microaggression without realizing it.



YOU LOOK
GREAT FOR 70
YEARS OLD!

DOES SHE
THINK
I'M OLD?

HEY, FRIEND!
DID YOU CUT
YOUR HAIR?

YOU LOOK BETTER
WITH LONG HAIR.

DID I ASK FOR
HER OPINION?!



Gentle words don't lessen the discomfort of comments about appearance.



YOU ARE PLUMP!



SHE CALLED ME FAT!!!

"Never, always, every time" are words that define a situation/reality and place blame on the other person.

Why doesn't the other person listen to me?

What is my responsibility?



HIDDEN CONFLICTS IN DAILY LIFE

ATTENTIVE LISTENING, EMPATHETIC SPEAKING

Unattentive remarks with internalized expressions in our culture can indeed create conflicts and discomfort for those who hear them.

Existing prejudices in society, such as sexism, homophobia, racism, ageism, and others, are often revealed unconsciously, especially in our language.

According to Dr. Vivian Rio Stella*, a linguist and communication specialist, these remarks are microaggressions.

The difference between aggression and microaggression, according to the specialist, is that the former has a clear intention to hurt, such as insults, belittling, and explicit attempts to disqualify the other.

Microaggressions, whether verbal or not, are subtle—a hostility sometimes masked as a joke, a playful comment, or a compliment wrapped in a tone of pity, punitive silence, etc.

* @vrs_academy

The term microaggression did not sit well with many experts who feared the excess of victimization that the word might produce in people.

The term was introduced by Professor Chester M. Pierce of the Harvard Medical School in the 1970s to describe insults directed at African Americans**.

Over time, the concept expanded to refer to marginalized groups in society.

In the early 21st century, psychologist Dare Wing Sue popularized the term, publishing studies and books on the subject***.

From the perspective of Nonviolent Communication (NVC), evaluations, judgments,

and criticisms should be minimized because they trigger a “defensive” mode in the other person, starting a conflict.

If the repetition of these remarks begins to disturb us, the NVC technique helps us become aware of the feelings they generate in us and the unmet needs behind these repetitive attitudes.

We become better prepared to explain and express our dissatisfaction and request the behavior we accept from others.

Avoiding neglecting the discomfort caused by these remarks through the practice of NVC can help prevent future instances of violence.

** <https://wikipedia.org/wiki/Microaggression>

*** Microaggression for Everyday Life, ed. WILEY, 2a.edição, 2020.

NONVIOLENT COMMUNICATION (NVC)

The Nonviolent Communication (NVC) process was conceived and developed by Marshall B. Rosenberg, a clinical psychologist from the United States, in the 1960s as a model of compassionate communication.



Photo of Marshall B. Rosenberg

The term "nonviolent" is inspired by the philosophy of "nonviolent resistance" of Indian leader Gandhi in his campaign for India's independence from the United Kingdom in the 20th century.

Human nature's competitive aspect often leads people to think that arguments are about winning, triggering defensive reactions. As a result, the connection that motivates communication can be disrupted.

Historically, we are more accustomed to judging and not expressing ourselves through the manifestation of feelings and desires. In this peaceful communication, however, no one is right or wrong.

For Marshall, behind all types of violence lies an unmet need.

We have not learned to talk about uncomfortable feelings, especially as they remind us of the suffering caused by accusations, punishments, humiliations, and rejections we have experienced.

Therefore, the name of the first list of feelings published was changed from “positive and negative feelings” to “feelings present when our needs are met” and “feelings present when our needs are not met.”

The process encourages us to express how we feel (emotion or sensation, not thought) in relation to what we observe: “I feel...”

Similarly, asking how the other person feels about what they observe: “Do you feel...”

Since needs are the cause of our feelings, we should express what we value or need so that we are understood and have a better chance of being met: “because I need....”

Similarly, ask the other person: “Why do you need...?”

Next, as the final step of the process, make the request objectively with the goal of a specific action, without demands. The person receiving the request will then have more empathy, without interpreting it as a demand.

The practice of NVC reduces our primal impulse for violent reaction in the face of a “no.” It represents a shift in mindset, an inner transformation that is expressed primarily in our verbal language.

OBSERVING IS DIFFERENT FROM JUDGING

Evaluating and judging are automatic and involuntary reactions of our brain, designed to eliminate risks and dangers that are about to occur. This is why the human species has survived to this day.

Modern humans have the same old brain from primitive times. NVC invites us to use reason and decide whether to resist the automatic reaction.

Science informs us about the brain's plasticity, which is its ability to change and adapt, particularly during childhood.

Judging is Easier Than Thinking.

To think about what we are observing without expressing any judgment, through verbal or nonverbal communication, we need time to observe, focused attention, to ask questions for better understanding of the observed situation, to strip away our fears, and to have a less self-centered and more compassionate intention towards the other person.

**WHAT IS THE FIRST THOUGHT
THAT COMES TO YOUR MIND
WITH THIS IMAGE?**



**WAS IT DIFFERENT FROM
WHAT YOU THOUGHT?**





Evaluating a situation without knowing what it's about or the full context.



HERE COMES
OUR COLLEAGUE
TO BEAUTIFY THE
MEETING!

AND WHERE
DOES MY
COMPETENCE
FITS IN?

A REAL MAN
DOESN'T CRY!



Watch the documentary on YouTube
"Men Silence" full documentary
Captions available in English
Accessed in August/2024

Recommendation:
Project "Boys: Dreaming of the Men of the
Future" - a new project of the PDH Institute
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ARE YOU UPSET WITH ME
AND THAT'S WHY YOU'RE
NOT RESPONDING?

DO YOU NEED TIME
TO THINK?

“Punitive silence” is
a microaggression.

When there is a clear agreement on household rules first, it reduces the likelihood of domestic conflicts.



SMALL LIST OF FEELINGS

PLEASANT

Alert
Amazed
Captivated
Cheerful
Confident
Encouraged
Empowered
Fulfilled
Grateful
Honored
Inspired
Light
Noble
Optimistic
Playful
Rested
Rejuvenated
Secure
Tranquil
Unique
Vibrant
Zealous

UNPLEASANT

Angry
Combative
Complaining
Confused
Discouraged
Downcast
Frustrated
Horrorified
Irritated
Lost
Melancholic
Nostalgic
Offended
Outraged
Resentful
Sleepy
Tense
Vulnerable
Weakened

SMALL LIST OF NEEDS

Acceptance
Authenticity
Challenge
Clarity
Compassion
Dignity
Flexibility
Favoritism
Freedom
Harmony
Humor
Inclusion

Inspiration
Justice
Joviality
Light
Mercy
Motivation
Nest
Nutrition
Objective
Organization
Practicality

Quality
Quietness
Respect
Responsibility
Simplicity
Health
Tolerance
Tranquility
Union
Valuation
Truth
Zeal

ABOUT THE AUTHOR

Researcher, certified parental educator, and scholar of aspects impacting interpersonal communication among close relationships, including brain responses, emotions, and personality traits.



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