L’AKADÉMIE DU DIGITAL · TRAINING PROGRAMME Qualiopi certification being prepared

Nonviolent Communication

FOR-CMR-M3-A · Relational Communication

Express your needs and receive those of others with clarity and kindness, including in tense situations

DURATION
14 hours — 2 modules of 7h (theory and workshop)

PRICE
On quote

AUDIENCE
Companies & individuals

ACCESS
Access within 2 working days after validation of needs and prerequisites.

Training delivered in co-facilitation, priced by quotation. Rate based on €70 excl. VAT per hour (14-hour module); indicative and negotiable depending on volume, format and context.

Learning objectives

- Understand the four components of nonviolent communication: observation, feeling, need, request
- Distinguish observation from judgement, need from strategy, request from demand
- Express disagreement or dissatisfaction without blaming or justifying yourself
- Receive other people’s criticism and anger with empathy
- Apply the approach to a real work situation

Target audience

- Employees, managers and teams who want to improve their working relationships
- Individuals, freelancers and project owners
- Students and learners from schools and training centres

Prerequisites

- No technical prerequisites or particular qualifications.
- Be willing to take part in simulations and group discussions in a supportive setting.

Programme

THEORY Theory Module — Nonviolent Communication

The module sets out the four steps of the approach (observe without judging, identify the feeling, link it to the need, make a clear request), the obstacles to communication (judgements, comparisons, demands), empathy towards oneself and others, and uses of the approach in situations of disagreement.

Objective : master the structure of the approach and recognise what blocks dialogue.

- Observation, feeling, need, request.
- Judgements, labels and demands: what cuts the connection.
- Empathy for oneself and for others.

Assessment : Quiz and written transformation of judgemental sentences into nonviolent messages.

Welcome & framing	15 min	Present the programme, objectives and schedule; gather expectations. Oral presentation, round-table introductions.	
The four components	2h05	Observation, feeling, need, request: definitions and examples. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
What blocks dialogue	2h05	Judgements, comparisons, demands, interpretations: spot and transform them. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
Empathy and disagreement	2h05	Listen to the other person behind their words; express disagreement without attacking. Interactive talk, concrete examples, group discussion.	Oral questions; mini-quiz.
Summary & assessment	30 min	Go over the key points and assess what has been learned in the module. Group recap, participant feedback.	End-of-module quiz (pass mark ? 60%).

WORKSHOP Practical Workshop — Nonviolent Communication

Participants turn real sentences into nonviolent messages, practise empathy in pairs, prepare then act out a difficult conversation from their own context, and formulate clear, achievable requests.

Objective : prepare and lead a difficult conversation using the approach.

- Turning judgemental sentences into nonviolent messages.
- Practising empathy in pairs.
- Preparing and acting out a difficult conversation.

Assessment : Role play of a difficult conversation and structured feedback.

Workshop kick-off	15 min	Present the instructions, the confidentiality framework and the split into pairs or subgroups. Oral presentation, forming the groups.	
From judgement to message	2h05	Rewrite real sentences as observation, feeling, need, request. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
Practising empathy	2h05	Pair exercises: receive an emotion, rephrase the other person’s need. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
My difficult conversation	2h00	Prepare and act out a conversation from your own context, with feedback. Pair and subgroup simulations, role plays, group debriefing.	Observation by the trainer; guided self-assessment.
Debrief & review	25 min	Present your work, draw lessons and write a personal action plan. Oral presentation, group feedback, written action plan.	Written action plan and discussion with the trainer.
Satisfaction survey	10 min	Collect immediate satisfaction feedback. Satisfaction questionnaire.	Satisfaction survey.

Teaching methods and resources

In-person training at our premises or yours, in small groups. A mix of theory, hands-on workshops and practical scenarios.

Required equipment :

No particular IT equipment; room suitable for subgroup work

Assessment methods

Learning outcomes are assessed during and at the end of the training; an attendance certificate is given to every learner.

Accessibility

Training accessible to people with disabilities. Contact us before registering so we can study the adjustments needed.

Funding

Quote or training agreement on request. Qualiopi certification is being prepared: eligibility for OPCO funding will open once it is obtained.

Certification audit planned for T1 2027. No OPCO eligibility before it is obtained.

Trainer(s)

Claire Marguerie — Trainer — cognitive psychology, communication and NLP