

Center for Nonviolent Communication *CNVC*

Educational Services Team



Certification Preparation Packet (CPP)

Edited by the CCC and
approved by the *CNVC* assessors group
at the meeting in Mallorca, November 18th 2016



November 2016

(Please check with your assessor for updates regarding fees and details. This document is a work in progress.)

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I GENERAL INFORMATION

A. WELCOME TO THE CNVC CERTIFICATION PROCESS

CNVC appreciates your interest in the procedures for becoming a CNVC Certified Trainer with the *Center for Nonviolent Communication (CNVC)*, and trust that what follows will add clarity and connection to the CNVC certification program.

In the Certification Process CNVC is represented by the Educational Services Team (referred to below as “we”). CNVC Educational Services Team is an international working group, composed of CNVC assessors, the CCC (Certification Coordinator Council) and office support personnel in Albuquerque, New Mexico, USA.

You may have heard that CNVC has initiated a process to re-think, from the ground up, how the NVC community would like to organize itself. The process is called the “New Future Process”. It is expected that the completion of the last phase of this process and the implementation of the results will be realized in 2017. Meanwhile this Certification Preparation Packet describes the ongoing worldwide practice of the CNVC Certification process.

B. THE PURPOSES FOR CNVC TRAINER CERTIFICATION

From the very beginning, Marshall Rosenberg’s goal in developing Nonviolent Communication was to transform the world to a more peaceful and satisfying place. He had this largest vision from the beginning when he began to explore NVC in the 1960s. Marshall wanted to foster social change in the world: if we just use NVC as a tool to support healing or to support more fulfilling relationships without considering the larger goal, we are enabling existing domination systems to continue and thrive.

Therefore, CNVC, which was founded in 1984 by Marshall, is committed to a vision of a critical mass of people using Nonviolent Communication (NVC) to create a peaceful, just, and sustainable world. A strong community of qualified trainers will play an important role in the realization of this goal.

As you consider your decision to start on the path toward certification, we would like you to appreciate that the assessors have the clear intention to carry out their roles in a spirit of mutual respect and shared power. We share the challenge with you to engage in an assessment process within a new paradigm of partnership and “power with” rather than domination and “power over”. We all have choice to interpret the certification process as coming from a domination perspective or to see it as an opportunity for partnership.

Candidates who become aware of this choice and are able to integrate its meaning have found transformative learning for themselves in the process. As assessors we are constantly learning how to better contribute to a mutual process that values everyone’s needs.

We want to emphasize that the *Center for Nonviolent Communication* has a unique perspective in offering certification that may be different from the assumptions some

candidates may have. For *CNVC*, certification is a validation and celebration of a new colleague joining our community. In essence, it is an annual renewal of your commitment to the organization. It is not a permanent credential like a diploma, but a renewal of your commitment to the organization. We ask you to renew that commitment yearly. This is a life-long journey for all of us, assessors, *CNVC* certified trainers, and candidates alike. Becoming a certified trainer is not an ending — it is a continuation of our learning and growing.

CNVC has two long-term goals for the certification process. One is to create a community of trainers who want to work with *CNVC* to fulfill our vision. The second is to ensure that the next generation and succeeding generations are taught NVC in a way that preserves and protects the integrity of the NVC process.

CNVC Certification Candidates have expressed the following goals: connection to *CNVC*, contribution to our vision, credibility, mutual support and personal growth.

We recognize that applying for certification is a serious commitment. If you would like further information regarding the certification process after thoroughly reading all of the material, please contact the *CNVC* Certification Program Support staff at the *CNVC* office (certification@cnvc.org) or an assessor of your choosing who will respond to your questions and you will mutually decide if you would like to walk this path together. [link to actual list of assessors]

C. WHO DO WE WANT TO ADDRESS WITH THE CERTIFICATION PROCESS

To create a lasting and effective *CNVC* community, we are searching for people who are:

- | | |
|-------------|--|
| KNOWING NVC | A deep understanding of the NVC concepts and process. |
| LIVING NVC | A strong grounding in NVC consciousness, which guides their everyday life. |
| SHARING NVC | Skills to teach NVC considering different learning styles. |

and those who are willing to continue their personal growth in all these areas.

We would like candidates to have a willingness to explore their personal relationship to the following areas: the spiritual nature of *NVC*, a specific vision of social change and membership in an *NVC* community.

To that end, we request of candidates at least two to three years of teaching *NVC* as a non-certified trainer, leading practice groups, significant training with a diverse group of *CNVC* Certified Trainers for guidance over the course of your training, along with training logs and personal journals to chart progress and learnings. This will demonstrate your deepening in all three areas over a period of time - usually three to five years.

Since Marshall B. Rosenberg personally certified the first *CNVC* trainers in the 1980's the number of *CNVC* certified trainers has constantly grown worldwide. Today there are more than 450 *CNVC* certified trainers working around the globe in

over 65 countries, in many different languages and cultures. So the certification process developed slightly differently in various NVC communities around the world.

There is flexibility in assessor-groups, in registration and assessment fees, in the candidate's choice of assessors, in the choice of language and in how the certification process unfolds. Whatever the flexibility of the process may be, at the time of final assessment there is absolute consistency of outcome, of demonstrated competency, of actually living NVC every day, and the sharing of NVC with integrity to the next generation and beyond.

Whether or not you decide to pursue CNVC certification, we hope that your enthusiasm for spreading and sharing NVC will continue. "[Guidelines for Sharing NVC for Individuals Who Are Not CNVC Certified Trainers](#)" [please see Annex 4] is offered for your information. We request that you follow these guidelines, or contact the Certification Program Support representative in the office at certification@cnvc.org for further discussion.

D. THE SIX STEPS OF THE PATH TO CNVC CERTIFICATION

The path to certification is comprised of six steps. Anyone wishing to pursue the path to certification is requested to start with the "Pre-registration step" and complete each of the six steps in the order listed below.

1. Pre-Registration
2. Registration
3. Preparation for Assessment - 3-5 years
4. Pre-assessment
5. Assessment
6. Certification

The certification preparation information that follows is to be used as a guide. Each candidate and assessor will have their own unique relationships and the information that follows may not take into account flexible arrangements of candidates and assessors working in groups. The information can still be used as a guide for a range of assessment procedures, leading to a consistent outcome of highly skilled CNVC Certified Trainers who can demonstrate that they know NVC, teach NVC with competence, and are "living" NVC.

E. THE INTENTION OF THE CNVC CERTIFICATION PREPARATION PACKET (CPP)

The CNVC Certification Preparation Packet contains materials designed to support candidates in deepening their NVC consciousness, skills and understanding. These materials are also designed to help candidates determine their own progress and readiness for a pre-assessment session. The document also includes information about assessment fees to be paid directly to the assessor and about the final certification fee to CNVC.

The entire path of certification and the CPP was designed with the intention that candidates and assessors cooperate in a way that is experienced and lived as "power with" for both the candidate and assessor/s. We are aware that people have different perceptions and experiences in relation to "power over," "power with" and "power under". When reading the CPP, if you sense or perceive a "power over" dynamic hidden in the words, please share your specific observation with your assessor and get in touch with the CCC. In the next revision of the CPP, the CCC will consider your concerns and make changes when there is agreement.

We expect these materials to be revised periodically, as we hear from candidates and assessors as to what is working well and what is not. The current document is not a promise we are locked into. Program designs change over time -- it is a sign of growth and ongoing development that adapts to the needs of the organization and all of its members. Please check the website [www.cnvc.org] regularly for updates and keep in contact with your assessor, as you will be accountable for the procedures in effect at the time of your assessments.

II PROCEDURES AND STEPS - STRUCTURE THAT CNVC PROVIDES

A. PRE-REGISTRATION

If you are reading this section of the CPP, you have already taken an important first step to gain clarity about your intention and to determine your interest in sharing and spreading NVC as a CNVC certified trainer. We would like interested individuals to be clear about their purpose before embarking on the journey towards certification. That's why the Educational Services team strongly recommends reading the CPP carefully and with a critical eye. From our experience, we know that irritations and misunderstandings about the CNVC certification process could have been avoided if candidates had read the CPP in-depth prior to contacting an assessor.

When you have reviewed the Certification Preparation Packet you may decide to contact an assessor or assessors of your choosing to explore a mutual agreement to work together. Some questions you may ask yourself when you consider choosing an assessor:

- Final assessments are most often done in person. Are you willing to travel to a mutually agreed on place if the assessor lives in a different geographical area?
- Does the assessor speak your language?
- Do you prefer a group or individual assessment?
- Would you like to walk the path of certification with others in community or would you prefer doing most of your journey from your home or through video conferencing?

At this link [link to actual list of assessors] you will find an actual current list of all assessors worldwide.

We recommend that each person on this path reads the CPP thoroughly (even if you have spoken to an assessor and you have heard the guidelines from their perspective) which we find supports clearer understanding between candidates and assessors. We invite and encourage you to have a meaningful and in depth exchange with your potential assessor to clarify your shared commitment on this path of certification. We predict that having a shared reality about the certification process will support more ease and connection between assessor and candidate and likely prevent misunderstanding in the future.

Finally, this exchange or several exchanges will demonstrate whether there is a mutual desire to walk this path of certification together. There may also be reasons that either the candidate or assessor will want to choose to work with someone else which may trigger feelings for either the assessor or the candidate. If you are both unable to find a satisfying solution with the selection process, the CCC (Certification Coordinator Council) is open to support a dialogue. If a potential candidate decides to contact another assessor with whom to work, they are asked to reveal this intention to both assessors [link to II.D.v]

B. REGISTRATION

i. Application to Register as a CNVC Certification Candidate

When you have contacted an assessor and you've come to a mutual decision to work together, please send the following six items to your assessor in order to register as a candidate.

1. Please include the following **contact information** as a heading on the first page:
 - a) Your Name
 - b) Mailing address
 - c) Phone number(s), email address(es), Skype ID, other contact information
 - d) Birth date, place of birth
 - e) With which gender do you identify yourself?
 - f) Primary language, other languages spoken
2. **A list of NVC trainings** you have attended including dates, locations, titles of trainings, number of days (6-8 hours = one day) and names of the *CNVC* Certified Trainers who taught the courses. Please document and total a minimum of 10 days of *NVC* training with *CNVC* Certified Trainers before requesting to be registered as a trainer candidate.
3. **A statement of intent** (approximately one to two pages) explaining why you wish to become a *CNVC* Certified Trainer including the following four points:
 - a) Your beginning thoughts about a social change focus;
 - b) Spirituality as it applies to *NVC*;
 - c) The *NVC* community to which you belong or are planning to create.
 - d) In addition, please include a response to the following question: What is the difference for you between teaching *NVC* as a certified trainer, and teaching it as a non-certified trainer?

4. **A recommendation with specific observations** (in written form or by telephone call to the assessor), from at least one *CNVC* Certified Trainer who is familiar with your NVC participation. This might include examples of your willingness and ability to:
 - Be open to exploring new ideas and concepts
 - Be involved and active in discussions and exercises
 - Demonstrate an ability to receive empathy
 - Demonstrate a beginning ability to offer empathy
 - Be able to stay in the present moment
 - Celebrate new awarenesses and learning new skills
5. **A statement** that you have:
 - a) Read and agree to follow the Guidelines for Non-Certified Trainers.
 - b) Downloaded, printed out, and read carefully the entire Certification Preparation Packet, to guide you in your efforts toward certification. Make a list of questions to discuss with your assessor.
 - c) Read the *CNVC* Certified Trainers Agreement, and understand you will be asked to agree to its current version at the time of your pre-assessment. If you have any questions, now is the time to discuss them.
6. **The non-refundable application fee** (see suggested range of fees [[link to III Information on Fees](#)]) payable to the assessor of your choice.

ii. Completion of Registration

After receiving all six items, the assessor will read through them and see if your stated intent seems to be in alignment with *CNVC*'s vision and goals, and see that all your information is complete.

If all items are not complete, or if there are any questions about your application, the assessor or registration coordinator will contact you for further discussion before proceeding further. When mutual agreement is reached for you to be registered as a certification candidate, the assessor will notify the *CNVC* office to send you the final procedures for your registration, and to welcome you into the *CNVC* community of certification candidates.

If for any reason mutual agreement is not reached regarding your registration as a candidate, the assessor will notify CCC (Certification Coordinator Council) that you have not come to an agreement. If necessary, you may initiate a dialogue with the CCC as well.

C. PREPARATION FOR ASSESSMENT - 3-5 YEARS

i. NVC Training and Preparation

Before requesting a pre-assessment, we expect candidates to have worked through the materials in the *CNVC* Certification Preparation document, to have been teaching NVC as a non-certified trainer for at least two years, to have received a significant amount of NVC training and mentoring from at least three different *CNVC* Certified Trainers in order to experience a variety of learning styles, along with

recording training logs and personal journals to chart progress and learnings. This will demonstrate living NVC (personal growth), deepening of NVC skills, and teaching skills, all over a period of time.

If living in an area with NVC teams and/or Certified Trainers, candidates are strongly encouraged, but not mandated, to work with them for mentoring, team teaching, volunteering, working on projects, etc.; thus gathering feedback on your own training skills, and then writing about reactions, learning edges, etc. If you do not have a community in your geographic area that you wish to join, then you are asked to create your own NVC community to meet these same needs. You might also benefit from working with other CNVC Certified Trainers and organizing NVC work for them, to meet mutual needs.

ii. Personal Journal entries

We would like you to keep a regular record of your NVC learning, growth and insights. Use journaling as a means to explore (question, reflect, and learn) rather than to simply record the internal and external events in your life. The purpose of this journal is two-fold: first and most importantly, for your own self-discovery, to chart and assess your own progress. Secondly, to communicate to the assessor your awareness and skills in living, knowing and teaching the NVC process in a way that is consistent with the integrity and spirit of NVC.

We are more interested in knowing that the journal format and timing supports your learning, which for us is the primary purpose. We also want to mutually agree to a format that gives us the information we are looking for and you the best way to express your personal experiences.

Please type your journals if possible, and have the intent to be concise rather than tell long stories. As you write a regular journal of your learning please send them at least twice a year to your assessor. You may try out the journal outline in part IV.D.3 to see if it supports you in charting your own learning progress over time. It's up to you whether you report once a week, which is fine with us, twice a month, or even with larger gaps when "life intervenes."

Your journal content might be: How I am using NVC in my everyday life: in relationships, at work, stuck places, inner jackal dialogues, celebrations, and cleaning up "messes" (all demonstrating NVC skills by conveying observations, feelings, needs, and requests)? For example, replay in writing using NVC:

1. Interactions in which you did not communicate or respond the way you wanted.
2. What you did to process the interaction internally, and
3. What you did differently as a result.

In Section IV.D.2 (Some Things I Might Do ...) you will find more suggestions on journaling.

If you want to protect the identity of certain people, either use initials or another name. Your journal is considered to be confidential. It will not be shared outside of the people involved in your assessment. It will be returned to you at the end of the pre-assessment session.

iii. Video recordings

If it is not possible for your assessor to see your training in person, you may mutually decide that you record a video of your training and send the videotape to your assessor. Hereafter you find some suggestions about the contents of such a video recording. We would also like you to send your own feedback of your training, so the assessor can recognize what you have learned from the recording and where you are in agreement.

A videotape is usually 60-90 minutes in length where you can present an NVC workshop which can include both

- (a) interactions with participants, showing how candidate applies NVC in real time, and
- (b) some teaching where candidate presents and illustrates NVC concepts.

The video can be a compilation of various segments. The camera can be placed at a certain distance from the candidate so as to catch some of the participants (as long as there is no sacrifice of sound).

Candidate provides assessor with the following information about the video:

- What kind of event and length of event (e.g. all day intro workshop, 2-hr practice group, etc.)?
- How many participants were present and who they were (general public, group of teachers from one school, etc.)
- How much experience participants have had with NVC and how well the candidate knows them personally?
- Date each segment was taken
- Length of each segment being submitted

We all make mistakes -- do and say things during trainings we wish we had done differently. We do not expect your video to be "perfect" nor do we wish to see you eliminate all the segments of the training with which you might feel dissatisfaction.

Instead, we ask that you offer your own critique (either written or on tape or CD) of the segments you have chosen: what you found satisfying, what worked, what didn't work, what you would do differently, your learning edges and the support you would find helpful.

iv. Feedback Forms

(Please duplicate as many forms as you need from Annex 3)

We would like to receive a minimum of ten Feedback forms (called Feedback Form for CNVC Trainers and other community members – see Annex 3.2) from at least three different CNVC Certified Trainers, NVC mentors and other NVC community members with whom you have worked.

We would also like to receive a minimum of ten "Participant Feedback forms" (see Annex 3.3) from trainings you have led, co-led or assisted with.

Please attach a page to all forms to describe what you learned from that particular feedback and what you do differently as a result. In selecting feedback forms to send, please choose those from which you learned something about yourself or that demonstrate how participants' needs were met.

v. IIT or Equivalent

We strongly recommend candidates to attend an IIT before becoming certified, but we are no longer in integrity with having a “requirement” in the CPP. So we have come up with the following requests if a candidate does not attend an IIT before becoming certified:

- Multi-day, in-depth, residential training
- International NVC experience
- Areas fully experienced: NVC community (ongoing peer support), spirituality, and social change
- Significant NVC experience with multiple CNVC certified trainers and mentors
- Established a connection to CNVC, have a clear priority to support CNVC's mission, willing and able to renew annual certification

If a candidate didn't participate in an IIT before certification, she or he pays for the first IIT as a certified trainer.

vi. Prepare and Ready Yourself Before Pre-Assessment

The following items are listed in the current *CNVC Certified Trainers Agreement*, under “C. What *CNVC Certified Trainers* Are Invited to Offer to *CNVC*”. They also apply to candidates seeking *CNVC* certification. Please be ready to discuss the following items with your assessor:

Mutually support *CNVC Certified Trainer* community by:

- Sharing handouts and other training support materials with one another and with *CNVC* - with credit given to the original creator.
- Contacting *CNVC Certified Trainers* and NVC communities (as listed on the *CNVC* website and as you are aware) before you initiate NVC work in their regions for support, connection and follow-up.
- Consider working with other *CNVC Certified Trainers* in your region and coordinating trainings in new areas.

Support Ongoing Learning by:

- Eliciting feedback from training participants in some way (written evaluation form or verbal feedback)
- Giving feedback to other *CNVC Certified Trainers*, *CNVC* staff and representatives so we can all grow in our understanding of the consciousness of NVC and in our skill to promote NVC awareness in the world.

- Considering working with and attending workshops of other CNVC Certified Trainers, and to consider offering attendance to other CNVC Certified Trainers and CNVC staff and representatives without fee.
- Reflect on and share your personal responses to the following questions, and include them in your yearly CNVC Certified Trainer Report:
- How do I use NVC to create the social change I want to see in the world?
- How do I teach my view of NVC spirituality (or NVC consciousness)?
- Do I live the concept of compassionate giving and receiving, which includes my relationship to the exchange of money?

Participate in an NVC community:

- Participate in regional or other NVC communities
- Accept that conflicts may arise, and to be willing to work to resolve them; to find resources if needed (other CNVC trainers, mediation, etc.) for dialogue; to be able to demonstrate "living the process" -- that is, to demonstrate the willingness to search for connection, the clear intention to resolve

vii. Candidate transfers to a new assessor

On the path to certification, for a variety of reasons, a candidate may want to work with a different assessor than was originally mutually decided. If this is the case, we propose the following procedure:

1. The candidate completes any unfinished dialogues with original assessor, to mutually satisfying conclusion.
2. The original assessor and the new assessor dialogue to find mutual agreement for the transfer, with reasons understood and agreed on.
3. All notes are transferred to new assessor.
4. The candidate and new assessor dialogue to create mutual understanding about their relationship, and how they will proceed to work together.

D. PRE-ASSESSMENT

i. Making Contact to Schedule Pre-Assessment

When you are satisfied with your level of preparation, and are confident that your pre-assessment file is complete, please discuss with your assessor a mutual agreement to move to pre-assessment. Contact the assessor about 2-3 months before you would like to schedule the pre-assessment session, in consideration of your time and the assessor's time.

Please read thoroughly the current *CNVC Certified Trainers Agreement*, which can be found in Annex 2 in this document. If you have any concerns that would prevent

you from signing it, please contact the assessor for further dialogue on the subject before sending any pre-assessment materials.

ii. **Send Assessor Pre-Assessment portfolio**

When you are ready to abide by the *CNVC* Certified Trainers Agreement, the next step is to send the assessor your pre-assessment portfolio. Please send the completed pre-assessment file to the assessor, including the following items:

1. **A statement of your purpose in becoming a *CNVC* Certified Trainer.**
Please describe your current view of your development as you have evolved in the process.
2. **Personal journal entries:** Summarize and reflect your learning from writing a journal over the period of 3 - 5 years & celebrate your accomplishment.
4. **Feedback forms:** A minimum of 10 participant feedback forms and 10 CT/NVC colleague's feedback forms, with your reactions and new learnings, to demonstrate progress over time Please write an overall report citing specific examples on what you have learned and now do differently as a result of the feedback. Summarize and reflect your learning from collecting feedbacks over the period of 3 - 5 years.
5. **List of the total trainings**
 - **Training with *CNVC* Certified Trainers:**
List all of your trainings, both those you originally noted and any additional trainings since beginning the certification process. Please give date, place, title of training, number of days and *CNVC* certified trainers name for each one and the total number of training days. The minimum required for certification is 50 full days of training, including at least one International Intensive Training (strongly recommended). This is a minimum; most candidates find they accumulate much more training than the minimum before feeling confident about their NVC skills.
 - **Candidate credit for training with Non-*CNVC* Certified Trainers:**
Twenty percent of the required 50 days of training is accepted if your assessor has a personal relationship or knows and respects the non-CT and trusts that you are receiving NVC training in harmony with NVC values. Whether or not a specific non-CT is acceptable to a specific assessor is mutually decided upon by the candidate and his/her assessor.
 - **NVC Telecourses and Online Training for Certification Credit:**
Many *CNVC* certification candidates have been requesting credit for training days for participating in one or more of the current training alternatives in addition to traditional in-person workshops and training programs. We would like to support candidates to receive credit for some NVC training that is effective, low-cost, and accessible.

As a candidate, you can receive credit for previous training, if it fits within the following guidelines. Credit for alternative NVC training to be based on the following guidelines:

- a. The training is received from *CNVC* Certified Trainers
- b. The training is interactive and participatory
- c. The training offers opportunities for giving and receiving feedback
- d. Specific record-keeping: name of trainer, date, exact hour(s) of training, topic, site.
- e. For each training experience, a written summary of main points learned: 1-2 paragraphs

Up to 30% of the total training may be accumulated prior to the assessment process.

6. **Training log** (see Annex 3.A) of NVC trainings you have offered or at which you have assisted, including practice groups, introductory presentations, longer workshops and courses, with your reactions and new learnings over time to support self-awareness and growth.
7. **NVC concepts and key distinctions:** Add in written, audiotape, or videotape form your best understanding of some or all (candidate and assessor mutually choose how many of them) of the NVC concepts and key distinctions listed under chapter IV.A (Knowing NVC – Theory, Concepts and Processes). Explain the distinctions between the domination paradigm and the partnership concept for each of the key distinctions. Please describe them as you would teach them in your trainings.
8. **The pre-assessment fee** - payable to the assessor. [[link to III Information on Fees](#)]

iii. Pre-Assessment Appointment

Contact your assessor to confirm that the fee and all materials you sent have been received. When your assessor receives your file, they will let you know how much time they need to review the materials. In this period of time the assessor will also ask for feedback from those who know the candidate in both the trainer community and from the assessor team. After reviewing all materials, the assessor contacts the candidate. Both mutually decide the candidate's readiness for the pre-assessment and agree on a date for the pre-assessment session. If the assessor does not have sufficient knowledge or experience of your teaching skills to feel comfortable moving ahead to the pre-assessment, they may ask for more information in order to feel more confident about your readiness [see section D.iv below].

The purpose of the pre-assessment is to explore learning edges and to arrive at a mutual agreement — either to go ahead with the final assessment or to postpone it in favor of further practice and study. The pre-assessment process supports the completion of the final assessment. We want the final assessment to be a celebration of your accomplishment.

When the pre-assessment session has been completed and there is a mutual decision to go ahead, set up an appointment with the assessor for the assessment session. If the decision is not to move ahead, request clarification from the assessor regarding further preparation that would support your readiness for certification. The assessor will provide this information in writing and file a copy in your candidate file.

iv. Your Assessor needs further information before Pre-Assessment

If the assessor needs more knowledge of your teaching skills, he/she may request a videotape as an alternative before agreeing to a pre-assessment session. The assessor may ask for a range of fees (or equivalent) for this review.

In Section II.C.iii (Video recordings) you find more suggestions how create such a video.

After a mutual review of the video, if the assessor or candidate is not comfortable moving ahead to pre-assessment, the assessor and candidate will give feedback to each other on the video (or alternative) and mutually agree on where more work could be done before the candidate moves ahead for another pre-assessment session.

If there is no mutual agreement for pre-assessment another option may be to submit another video (or alternative) in six months. There will be a range of fees payable to the assessor each time. Candidates may apply for pre-assessment as many times as they wish (with a minimum six months wait between submissions).

E. ASSESSMENT

i. Assessment Session

The following notes about the assessment session do not take into account groups of assessors working together or providing group assessments, or providing group trainings for candidates. These notes are focused on a one-to-one relationship between candidate and assessor. The information can still be used as a guide for a range of assessment procedures, leading to a consistent outcome of new certified trainers who know NVC, can teach NVC, and can demonstrate they are "living" NVC.

We expect the assessment session, which will consist of a series of activities interspersed with feedback and followed by evaluation, to take a minimum of 1-3 days.

This block of time will include preliminary remarks, assessment activities, mutual ongoing feedback, learning edges for both candidate and assessor, and discussion of next steps to take.

The intention of the assessment process is to demonstrate competency in knowing, living and sharing NVC. Living NVC in the assessment process includes self-awareness and self-assessment of both the candidate and the assessor. We are looking for self-awareness rather than mastery. We want to know that if you lose connection with NVC consciousness, you are able to find your way back. At anytime

during the assessment session, if either the candidate or the assessor is not comfortable with the present situation, either may ask for a “stop” in order to dialogue around this issue.

Through this process, hopefully, both candidate and assessor will gain clarity in the level of preparedness of the candidate. There will be opportunity for feedback for all throughout this experience.

If there is a mutual decision at the end of the session that the assessment was completed and both candidate and assessor were satisfied, candidate and assessor will explore learning edges for future growth, review final steps for certification, and the assessor will announce the completion of the assessment to the Educational Services team [see section F.i below].

If the mutual decision is to postpone certification, assessor and candidate discuss strategies for further preparation. If a mutual decision to postpone certification is not reached in a reasonable time frame for either party, then the assessor notifies the candidate of the appeals process as the next step. [see section F.ii below]

ii. Assessment Activities

A list of NVC concepts and processes, including key differentiations and often-asked questions are listed in chapter IV.A (Knowing NVC – Theory, Concepts and Processes). The assessor will be looking for your understanding of some of these concepts and processes as manifested in three areas:

1. Your verbal explanation of concepts and processes. We would like to see easy recall, clarity and the use of examples to illustrate each concept or process.
2. Your demonstration through role-play of how these concepts and processes are applied. What we are looking for in the role-plays is your ability to stay in NVC consciousness, to make choices on when to empathize or express, and to remain connected to feelings and needs. These role-plays are divided into three categories:
 - (A) General interpersonal situations involving family members, partners, friends, colleagues, neighbors, etc.
 - (B) NVC "leader" situations where you are leading NVC trainings or organizing NVC events.
 - (C) Social change situations where you are wanting to contribute to or effect change in the outlook or behavior of specific groups, institutions and organizations.
3. Your integration of them in real-life interactions with yourself and the assessor during the assessment session. During the assessment session, you may be asked to:
 - set up a role-play of a situation of your own choosing
 - do a mock presentation on an important aspect of NVC
 - respond to questions regarding NVC concepts and processes

- demonstrate or describe how you empathize with yourself in specific situations, or approach an internal conflict
- respond to assessor's feedback (including possibly unwelcome feedback)
- describe an unresolved conflict you have with someone. A "conflict" may be any situation where your heart shuts down to any degree to another person
- offer self-evaluation, both generally and for this assessment process
- evaluate the assessment process.

F. CERTIFICATION: CELEBRATION AND MOURNING

i. Celebration: Completion of the certification path

To celebrate the completion of your certification path, CNVC will send an email announcement to the Certified Trainers community that you have successfully completed your assessment with a recommendation to welcome you as a new member of the community. Before actually sending out the message to the Trainers Yahoo!Group, the certification staff of CNVC will send the "Final Steps for Certification" letter to the candidate to complete the administrative registration of the new certified trainer. These final steps include:

1. Candidate fills out personal/contact information in online database or submits them by hard copy through the mail
2. Candidate sends in signed Trainer Agreement or completes online at cnvc.org
3. Candidate emails a short biography to be included in certification announcement
4. Candidate sends a list of NVC trainings received and offered during certification process
5. Candidate sends certification fee to CNVC

After CNVC administrative staff has received all the requested items, they will update the internal records, add you to the website and the trainers Yahoo!Group. Finally, they announce your certification with your biography to Trainers Yahoo!Group to CELEBRATE a new member in the community.

ii. Mourning: Appeals Process for Certification

The following policy describes the procedures for an appeals process in the event that a mutual decision has not been reached for registration, pre-assessment, or assessment.

To initiate an appeal, please contact CCC directly or ask CNVC certification staff how to contact the CCC:

1. A candidate can initiate an appeal at any of three junctures in the assessment process:
 - Registration process,

- Pre-assessment process,
 - Final assessment process.
2. An appeal can be requested when a mutual agreement has not been reached after a reasonable good faith effort by the parties involved.
 3. The candidate may contact the CCC (Certification Coordination Council) and arrange to send a written statement about the concern. The CCC will then contact the certification staff at *CNVC* or the assessor involved to gather more information, and will work with both parties to come to a mutually agreeable conclusion.
 4. The CCC will offer their mediation efforts for free within a time frame of one or two video meetings. If further mediation is necessary, the CCC will negotiate with the parties in dispute on how to compensate the mediation efforts.

III INFORMATION ON FEES

| When | Amount | To Whom | Notes |
|----------------|---|----------------|--|
| Registration | A range of 100 - 250 USD (or equivalent in local cultures)* | To assessor | |
| Pre-assessment | A range of \$250-\$600 USD (or equivalent in local cultures)* [Video critique \$100-\$250* to assessor, if needed] | To assessor | We expect the assessor(s) to spend approximately one day reviewing your pre-assessment file, and more time discussing it with you and deciding whether or not to schedule a final assessment session. Please include this fee payable to the assessor by including it with your pre-assessment file. |
| Assessment | A range of \$250-\$600 USD (or equivalent in local cultures)* | To assessor | We expect the assessor(s) to spend approximately one to three days meeting with you for the final assessment session. Please offer this fee directly to the assessor at the time of your appointment. |
| Certification | \$250 USD | To <i>CNVC</i> | |

* These figures are based on the US economy. We want to consider economic conditions, standards of living and exchange rates in all cultures to ensure that (1) assessors receive fees that contribute to their sustainability and (2) certification is

accessible to people in all cultures. So please discuss with your assessor to mutually agree on the currency in which they wish to be paid and the equivalent amount of the range.

If you and your assessor mutually decide that the final assessment has been successful, please submit the certification fee, payable to *CNVC*, along with the required information as directed by the *CNVC* office in order to complete the certification process.

If the pre-assessment is not followed by the assessment itself, the pre-assessment fee will still apply in consideration of the assessors' time. The candidate can re-apply after six months, and might be requested to pay a fee again for the additional assessors' time.

If you have difficulty in meeting these fees, please discuss alternative options with your assessor such as: deferred payments, a payment plan, in-kind services, resources for how to do one's own fund raising, etc.

If offered and received with willingness and joy, assessors would like candidates to consider contributing even beyond this range, with awareness of the assessors' efforts on their behalf, and also to support other candidates with less resources.

IV PREPARATION, SELF-DEVELOPMENT AND SELF-RESPONSIBILITY - WHAT CANDIDATE TAKES RESPONSIBILITY FOR

You may ask yourself the following questions in order to assess the depth of your understanding of NVC concepts:

A. KNOWING NVC - THEORY, CONCEPTS AND PROCESSES

The purpose of this paragraph is to gain a deep understanding of the NVC concepts and process and familiarity with, understanding and recall of NVC concepts. Do I understand the purpose of NVC, its philosophical assumptions, concepts of life-alienated and life-connected communication, the quality of empathy and the elements of the "Giraffe dance"? The following is a review of basic NVC concepts and processes and some questions which often arise at NVC trainings.

i. NVC Model: Parts and Components

1. The NVC Model: expressing honestly and receiving empathically, the four components (purpose and characteristics of each), the Giraffe Dance
2. The four ears (four choices we have when hearing a difficult-to-receive message)
3. Three kinds of Giraffe requests

ii. NVC Processes

1. Hearing another's anger (blame, criticism)
2. Expressing "no"
3. Hearing "no"
4. Self-empathy when (a) stimulus is external and (b) stimulus is internal
5. Mourning and learning from our regrets
6. Screaming in Giraffe
7. Interrupting
8. Expressing gratitude
9. Receiving gratitude
10. Making conscious choices with awareness of needs
11. Expressing an "apology"
12. Resolving an inner conflict through NVC dialogue.

iii. Key Differentiations

1. "Being Giraffe" vs. "doing Giraffe"
2. Giraffe honesty vs. jackal honesty
3. Empathy vs. sympathy and other forms of response (fixing, reassuring, storytelling, etc.)
4. Protective vs. punitive use of force
5. Power with vs. power over
6. Appreciation vs. approval, compliments or praise
7. Choice vs. submission or rebellion
8. Observation vs. observation mixed with evaluation
9. Feeling vs. feeling mixed with thoughts
10. Need vs. request
11. Request vs. demand
12. Stimulus vs. cause
13. Value judgment vs. moralistic judgment
14. Natural vs. habitual
15. Interdependence vs. dependence or independence
16. Life-connected vs. life-alienated
17. Shift vs. compromise
18. Persisting vs. demanding
19. Self-discipline vs. obedience
20. Respect for authority vs. fear of authority
21. Vulnerability vs. weakness
22. Love as an action vs. love as a need and a feeling
23. Self-empathy vs. acting out, repressing, or wallowing in feelings
24. Idiomatic vs. classical (formal) Giraffe
25. Empathic sensing vs. intellectual guessing

iv. Frequently Asked Questions in Trainings

1. Why is it important to stay focused on feelings and needs?
2. How do you think *Nonviolent Communication* can change the way conflict is handled?
3. How do you define empathy? Could you talk more about the difference between empathy and sympathy?

4. I understand you promote a unique form of appreciation; how is it different from telling someone how great they are?
5. I've heard you say that my presence is the most precious gift I can give to someone's pain. Can you explain what you mean by that?
6. I've heard Marshall talk about "enjoying someone's pain." What does that mean?
7. When we empathize, why do we guess rather than simply ask what the speaker is feeling?
8. You're saying we are not responsible for how other people feel. Can you tell me what we are responsible for then?

B. LIVING NVC - INTENTION TO LIVE IN NVC CONSCIOUSNESS

The purpose of this paragraph is to highlight the intention to embody NVC consciousness in our lives in each moment. This intention is supported by becoming a part of an NVC community or creating one of your own choosing -- if not a regional community, then a virtual community for a special interest group, such as parenting, education, business, or social change. To collaborate actively with others in your community by promoting each other's events, consulting over dates and keeping each other informed about your activities. We want to create communities that operate in a spirit of cooperation, without competition or hierarchy. This will ensure ongoing learning and sharing, and will support the development of cooperative NVC communities worldwide.

We might ask ourselves, "What am I doing to ...

1. ground myself in the consciousness of feelings and needs -- to live more fully from the heart?"
2. deepen my capacity to empathize with myself"
3. develop my ability to be present moment by moment"
4. deepen my capacity to receive the world empathically?"
5. develop awareness of my own intentions when speaking or acting?"
6. bring clarity to my communication -- to express myself in a way that is readily understood by others?"
7. create fulfilling relationships and to live in harmony with those around me?"
8. deepen my sense of interconnection with others and all of life?"
9. increase my capacity to give from the heart?"
10. appreciate myself and other people more?"
11. be able to live more often in the place of gratitude and abundance?"
12. take more joy in the joy of others?"
13. cultivate compassion in my life?"
14. deepen awareness of what I am wanting back from others when I speak or act?"
15. deepen awareness of when my 'Giraffe ears have fallen off' (i.e. when I have forgotten that I have choices in how I hear a message)? And what do I do when I then become aware that I had forgotten?"
16. feel more alive?"
17. be more aware of when I am in my head and disconnected from the heart?"

18. experience more freedom in my life?"
19. be able to 'express anger fully'?"
20. experience greater clarity in my life?"
21. experience more peace in my life?"

C. TEACHING NVC - IN HARMONY WITH NVC PRINCIPLES

The purpose of this paragraph is to clarify clear intentions, effective presentation and openness to feedback. This involves an ability to convey our understanding of NVC - to both present concepts and to facilitate practice in ways that effectively support others in their learning needs. Clear intentions include the ability to understand and live the spiritual nature of NVC and to demonstrate the inclusion of this spirituality into your training in a way that is comfortable and authentic for you. Also, to be able to demonstrate the distinction between the vision the NVC process serves and the four steps of the model.

Clear intentions also include the ability to demonstrate the inclusion of a social change component or consciousness in your NVC teaching and NVC activities, from the understanding that social and political transformation is the basic philosophy that underlies the teaching of *Nonviolent Communication*.

The following are questions for reflection:

i. Clarity of intention in becoming a CNVC Certified Trainer

1. What are the intentions behind my desire to become a CNVC certified trainer?
2. What are the intentions behind my desire to teach NVC?
3. What am I wanting to get out of (or learn from) doing this?
4. Do I see myself teaching the truth? Is it possible for others to have a different truth? How important is it that others agree with my teachings on NVC?
5. What is my commitment to an NVC regional team or to CNVC? How does my presence enrich the NVC community? How do I contribute to the cohesiveness, harmony or growth of the community? What motivates me to participate in a vision to create a Giraffe world?

ii. Presenting and demonstrating NVC theory and concepts

1. How do I develop my ability to communicate to others what I understand of NVC concepts?
2. How do I develop my ability to understand and answer others' questions about NVC?
3. How do I deepen my confidence in leading a practice group or presenting a piece of the teaching?
4. How do I develop my ability to inspire others to approach me with their learning needs?

iii. Ability to present the teaching effectively

1. What do I consider to be the most important information to present?
2. How do I organize this material?

5. What kinds of teaching aids, curricula, activities, examples, etc. do I use?
 - a) How do I engage the participants' interest?
 - b) How do I increase such qualities as clarity, comprehensiveness, compellingness, etc.?
 - c) How do I develop my skills and fluency in demonstrating the model through role-play or other illustrations during training situations?

iv. Receiving and offering feedback

1. How do I solicit feedback and strengthen my ability to give and receive honest feedback as a resource for my own and other people's growth? How do I offer feedback to others in a way that is likely to meet both our needs?
2. How do I cultivate the capacity to offer my knowledge – including "correcting" people's errors – in a way that they welcome hearing?
3. How do I increase my facility to receive negative feedback (especially when directed at myself or those with whom I am identified) without hearing criticism or perceiving hostility? How do I become more receptive to the possibility of benefiting from such feedback?
4. When I organize or teach at NVC events, what kinds of interactions with others are most likely to trigger me? How would I like to be responding?

v. Group Skills -- "How might I...

1. expand my capacity to contribute in the context of a group?"
2. contribute more to each person's sense of their own power?"
3. contribute more to a group's sense of purpose and community?"
4. contribute to depth, authenticity and honesty in a group?"
5. contribute to harmony, the resolution of tension and conflict, mutual understanding and cohesiveness?"
6. contribute more to inspiration, joy and lightness in a group?"
7. contribute more to focus, efficiency and order?"
8. develop more awareness of the feelings and needs of other people in a group?"
9. more fully balance my needs and those of others in a group?"
10. become more vulnerable in a group?"

D. SOME THINGS I MIGHT DO...

The purpose of this paragraph is to make some suggestions to prepare for becoming a certified trainer. Not all these suggestions will work well for everyone. They are offered as a guide to support your learning process and as a way of monitoring your own progress and readiness.

1. I would dedicate a notebook to my NVC practice--one central place to record my learning and insights and to come back for review.
2. I would regularly journal about moments of "stuckness" or conflict in my life and re-play them in writing, using NVC. For example, in recalling an interaction where I felt disconnected from another person, I would journal about what I was observing, feeling and needing at various points of the interaction. What could I have said or done differently? What prevented me from doing so at that

moment? What might the other person have been observing, feeling, needing and requesting?

Suppose I was frustrated with what I heard on TV news tonight: I might use my journal to draft a Giraffe letter to the media commentator. If someone praises me and I notice discomfort, I could try putting their words in my journal and translating them into NVC; do I then hear their message differently? I might celebrate a moment when I used NVC as I would have liked. Or journal about an episode of anger -- "enjoying watching the Jackal show" as I scribble down all my angry thoughts. In re-reading what I wrote, I would look for "should thoughts." Do I hear the needs hidden behind those thoughts?

I would ask myself often, "What am I learning here?" I could also use the (B) questions under "Certification Readiness ABC's" to focus some of my journal entries. Perhaps I would create imaginary scenarios and alternative ways of unfolding them through Jackal or Giraffe. I would journal about places of pain inside, connecting with my own needs, translating inner Jackal dialogues, and exploring requests I might make of myself.

3. I could use this journal outline:

1. Describe a conversation or a situation that was difficult.
2. Then express the jackal show. Were you judging yourself? The other person?
3. Can you restate those judgments and with each judgment identify a feeling, a need and an empathic self-statement?
 - Feeling
 - Need
 - Empathic Statement (all four steps)
4. What did you say in response to the other person?
5. Could you offer empathy to the other person? Did it work? If you could not offer empathy, what stopped you?
6. What did you learn about this exchange that will support you in doing it differently in the future? What specific steps will increase your skill?

(For example: " I realize that I needed to give myself empathy before I could care enough to offer him empathy. So for the next two weeks I will do a daily 5-minute self-empathy practice to deepen my skills." OR: " I will spend time this coming week staying with my feelings and deepest needs (in reflection or writing) until I feel a shift, before trying another conversation with this person.")

Then, how about describing another exchange with the same person, 3-6 months down the road. What is different this time? In other words, demonstrate your NVC progress in real life situations. [Assessor Notes C-III]

4. I would find a buddy, a mentor, an NVC practice group or team. We would help each other develop goals and a clear structure for practice and use the

materials in this packet. We would support each other in our intention to follow through with our goals and in making NVC practice a priority in our lives.

5. I would study "Certification Readiness ABC's" and evaluate my current strengths and weaknesses. I would take one or two of the questions and concentrate on them over a defined period of time before taking another to work with. ("Work" might include contemplation, journaling, requesting feedback or doing specific practices.)
6. I would cultivate awareness of intention when opening my mouth -- especially when I'm angry or when I have an urge to "say it anyway." ("Say it anyway" or "do it anyway" even though I'm aware that it's likely to contribute to alienation rather than to connection.) When I do act out of anger or the urge to "say it anyway," I would try to overcome the tendency to defend myself and instead acknowledge my limitations with compassion. The important piece for me is not that I fail to walk my talk, but that I acknowledge when it happens.
7. I would practice answering the question, "What is NVC?" in 15 seconds. Then change it to one minute, five minutes and 15 minutes. I would stage a mock presentation introducing NVC in 30 minutes.
8. I would lead practice groups and offer NVC introductory presentations to small groups. From there I would organize more extended trainings (workshops), first informally, then more formally. I would videotape my own presentations and study the tapes. I would ask for feedback from others for all aspects of these events. (See Feedback Form for Participant in packet of materials.)
9. I would practice using NVC in my life, especially where I have enemy images that trigger reactivity. Possible triggers might be political leaders, media commentators and letters to the editor. I would acknowledge this reaction and strive to free myself of it through self-empathy and requesting empathy from others.
10. I would make it a priority to attend NVC trainings available to me, especially by different trainers to expose myself to a range of styles and possibilities.
11. I would read recommended books that would help to deepen my conceptual understanding of NVC framework or assumptions. I would explore how these concepts apply to me (e.g. A book says our dominator system teaches us to value domination and submission. How have I internalized such values?).
12. I would go through CNVC materials (audios, videos, printed material), especially the resources recommended in this packet, that would support my skills as a potential trainer.
13. I would encourage in myself a conscious practice that involves taking time each day to notice what I appreciate in life, and to deepen my compassion and self-awareness.

E. SELF-QUESTIONNAIRE FOR CNVC CERTIFICATION CANDIDATES

The purpose of this paragraph is to support the mutual exploration between candidate and assessor of the following topics: self-awareness, self-responsibility, the importance of the value of community, and the political and spiritual philosophy

(demonstrated by living in NVC consciousness) which is at the heart of Nonviolent Communication. Please note that in the triad of "knowing NVC", "teaching NVC" and "living NVC", this questionnaire is focused on living in NVC consciousness, which assessors consider the most important and often the most difficult for candidates to demonstrate.

1. Am I fully aware of what time and energy this preparation for certification involves, and do I see how it fits into my work and my life?
2. Am I familiar with and comfortable with all the policies and procedures leading up to certification, including the guidelines for teaching NVC as one who is not certified, details of the certification preparation document, the latest trainer agreement, my relationship with my assessor, how I evaluate my own progress, the importance of living in NVC consciousness. *If you are uncomfortable with any procedure, please do not wait until pre-assessment to work it out with your assessor.*
3. Do I notice when I get caught reacting from the domination paradigm, and am I developing the skills to shift my consciousness?
4. Do I have the resources for empathy that I need to support the creation of a "sacred space" (Robert Gonzales' term) for my interactions with my assessor, and with others in my life?
5. Do I understand that after certification, I will be joining CNVC in support of its mission, and also working with an NVC community as an active member so that I can continue to practice living in NVC consciousness?
6. What learning edges have emerged for me by responding to this questionnaire? Where am I in my journey to become a CNVC Certified Trainer? What support might I want to request, and from whom?
7. Am I willing to explore the concept that each NVC Key Distinction is a reflection of the difference between the domination paradigm and the partnership paradigm that NVC offers to the world?
8. Am I willing to explore the concept of needs/values in terms of what values are important for me to live by ("do I walk my talk") rather than focusing on needs as either met or not met, or that the goal of NVC is to get one's needs met?

ANNEX 1 - SUMMARY OF CNVC CERTIFICATION PROCESS

1. Pre-Registration

Potential candidate

- reads *CNVC* Certification Preparation Packet (CPP)
- contacts an assessor [link to actual list of assessors]

Potential candidate and assessor

- discuss possible working relationship and registration requirements
- discuss CPP thoroughly
- Mutual decision to work together and apply to register
- No mutual decision to work together
 - If potential candidate contacts another assessor, they inform both assessors about this step
 - Potential Candidate may notify CCC for further support

2. Registration

Potential candidate

- sends application to assessor which includes:
 1. Contact Info
 2. Training Log (Minimum 10 days of training with *CNVC* Certified Trainer(s))
 3. Statement of purpose
 4. Recommendation from at least one *CNVC* Certified Trainer
 5. Read & agree to: CPP guidelines and current *CNVC* Trainer Agreement and read, agree to and sign Non -Certified Trainers guidelines
 6. Registration Fee

Potential candidate and assessor

- decide mutually to complete registration
- don't come to mutual decision – candidate may notify CCC for further support

Assessor and *CNVC* office

- Assessor notifies certification@cnvc.org
- *CNVC* office sends instructions to candidate to fill out online registration form
- *CNVC* office sends orientation welcome packet to candidate

3. Preparation for Assessment - 3-5 years

Candidate

- works through the materials in the *CNVC* Certification Preparation document
- attends minimum of an additional 40 days NVC training, including a *CNVC* International Intensive Training (IIT) (strongly recommended) or equivalent (minimum 50 days altogether)
- teaches NVC for at least two years
- asks for feedback from participants and other *CNVC* certified trainers
- reflects growth and learning from writing a journal
- discusses parts of *CNVC* Certified Trainers Agreement with the assessor

- may transfer to another assessor if mutually agreed upon

4. **Pre-Assessment**

Candidate

- makes contact to schedule pre-assessment
- agrees to current *CNVC* Certified Trainers Agreement
- sends pre-assessment portfolio to assessor
 1. A statement of your purpose in becoming a *CNVC* Certified Trainer
 2. Personal journal entries
 3. Feedback forms
 4. List of the total trainings
 5. Training log
 6. Explanation of *NVC* concepts and key distinctions
 7. Pre-assessment fee

Assessor

- asks candidate if they have any “unfinished business” with *CNVC* or *NVC* community to work through
- reviews portfolio
- solicits feedback from *CNVC* Educational Services team and *CNVC* Certified Trainers community

Candidate and assessor

- decide mutually on candidate’s readiness for pre-assessment
- don’t come to mutual decision
 - Assessor may ask for further information before pre-assessment
 - Candidate may contact CCC for appeals process
- co-create pre-assessment session together
- agree mutually at the end of pre-assessment
 - Candidate goes ahead with the final assessment
 - Candidate can re-apply after a minimum six months with suggested work on specific area/s
- don’t come to a mutual agreement at the end of pre-assessment: Candidate may notify CCC for further support

5. **Assessment**

Candidate

- makes contact to schedule assessment
- sends assessment fee to assessor

Candidate and assessor

- co-create assessment session together
- agree mutually at the end of assessment
 - Assessment was successful: assessor and candidate explore learning edges for future growth and review final steps for certification
 - Decision to postpone certification: assessor and candidate discuss strategies for further preparation; candidate can re-apply after a minimum six months with suggested work on specific area/s
- don’t come to a mutual agreement at the end of assessment: Candidate may notify CCC for further support

Assessor

- announces the success of the assessment to *CNVC* office and writes a letter of recommendation to the trainer community

6. **Certification**

CNVC office

- sends candidate "Final Steps for Certification" letter

Candidate

- completes the administrative registration for "new certified trainers"
 1. Candidate fills out personal/contact information in online database or submits them by hard copy mailing
 2. Candidate sends a short biography to be included in certification announcement
 3. Candidate sends a list of NVC trainings received and offered during certification process
 4. Candidate sends signed Trainer Agreement and certification fee to *CNVC*

CNVC office

- updates records, adds to website and trainers Yahoo!Group
- announces certification to trainers Yahoo!Group, and candidates Yahoo!Group, including biography
- **CELEBRATION!!!** with new *CNVC* Certified Trainer, *CNVC* office, Educational Services team and *CNVC* Certified Trainer community

ANNEX 2 – 2016 CNVC CERTIFIED TRAINER AGREEMENT

PREAMBLE

This agreement is intended to support shared understanding about ways in which the *Center for Nonviolent Communication* and *CNVC Certified Trainers* relate to one another.

CNVC is committed to the vision of a critical mass of the world's population using *Nonviolent Communication (NVC)* to resolve differences peacefully. A strong community of qualified trainers plays an important role in the realization of this goal. *CNVC* has two long-term goals for the certification process:
Create a community of trainers who want to work with *CNVC* to fulfill our vision.
Ensure that the next generation and succeeding generations are taught *NVC* in a way that preserves and protects the integrity of the *NVC* process.

A. MUTUAL ETHICS CODE

i. Our Goal

Our goal is to help create a world where people can meet their needs in peaceful ways. We value a working and training environment of safety, compassion, respect, and mutual connection for everyone with whom we come in contact. Therefore, we want all our operations, activities, and program designs to be based on mutual human needs in harmony with the consciousness of *NVC*. We would like to offer the vision that exchanges of money, services, labor, and materials are requested without demand or coercion, and with an effort to make this work available to all.

ii. Our Understanding of Quality

The more *CNVC Certified Trainers* value *NVC* consciousness in their teaching and living, the more effective we will be in reaching our goal of creating a more peaceful world. In order to live *NVC*, we would like trainers to stay in an ongoing process of personal development, supporting each other by exchanging materials, giving feedback and offering empathy, and exploring ways to develop new training designs and materials.

iii. Our Respect Towards Participants

We support a relationship between *CNVC Certified Trainers* and participants based on values of mutual trust, safety, and respect. We are aware that in the course of an *NVC* training, participants may feel an unexpected level of emotional intensity or a deep sense of intimacy, and may become unusually vulnerable, especially in regard to the possibility of a sexual relationship. We would like trainers to act as stewards of the trust that workshop participants place in them.

In an effort to maintain our mutual ongoing relationships, anyone who believes that he or she has not been treated in harmony with *NVC* consciousness relating to the *CNVC* organization may contact the *CNVC* office. A representative of *CNVC* will contact all those involved and support a dialogue toward clarity and reconciliation.

B. WHAT CNVC OFFERS TO CERTIFIED TRAINERS

1. *CNVC* Staff Support- maintain the cnvc.org website, respond to general public and *CNVC* trainer community email and phone calls, provide sale of NVC educational materials, create and support IITs, help the public connect to *CNVC* Certified Trainers, provide administrative support for the certification program, including supporting candidates and assessors, and help resolve conflicts involving trainers.
2. Designation as a “*CNVC* Certified Trainer”, and use of the names “*CNVC*” and “Center for Nonviolent Communication” and the *CNVC* logo (available for download at cnvc.org/logos-go).
3. Attendance at training sponsored by *CNVC* (IITs) without charge or at cost depending on *CNVC* resources. (*CNVC* Certified Trainers are responsible for their travel, accommodations, and other costs.)
4. Use of cnvc.org and specific functions dedicated to *CNVC* Certified Trainer support:
 - Post and promote profile information in a searchable database of trainers
 - Post and promote upcoming trainings in online training schedule
 - Manage participant lists/correspondence and registration fees
5. Access mailing list of *CNVC* supporters, subject to the associated usage guidelines
6. Participation on the *CNVC* Certified Trainers Yahoo!Group, for sharing materials and curriculum, offering and receiving training advice, mourning disappointments, and celebrating successes.
7. Eligibility for discount on NVC educational materials sold through the *CNVC* bookstore. *CNVC* Certified Trainers are also encouraged to provide at least one copy of their published NVC materials to *CNVC* for reference, record keeping and the development of a repository.

C. WHAT CNVC CERTIFIED TRAINERS ARE INVITED TO OFFER TO CNVC

1. Maintain the core values of the NVC process; clearly distinguish NVC from other teachings, concepts, skills, methods or philosophies, even if consistent with NVC.
2. Support a consistent and clear connection with and recognition of *CNVC* presence in the international community; include on any NVC media or materials such as business cards, signatures, brochures and websites, through the inclusion of:
 - *CNVC* logo
 - *CNVC* website (www.cnvc.org)
 - The signature “*CNVC* Certified Trainer” or equivalent translation
3. Mutually support *CNVC* Certified Trainer community by:
 - Sharing handouts and other training support materials with one another and with *CNVC* - with credit given to the original creator.

- Contacting *CNVC* Certified Trainers and NVC communities (as listed on the *CNVC* website and as you are aware) before you initiate NVC work in their regions for support, connection and follow-up.
 - Consider working with other *CNVC* Certified Trainers in your region and coordinating trainings in new areas.
4. Support Ongoing Learning by:
- Eliciting feedback from training participants in some way (written evaluation form or verbal feedback)
 - Giving feedback to other *CNVC* Certified Trainers, *CNVC* staff and representatives so we can all grow in our understanding of the consciousness of NVC and in our skill to promote NVC awareness in the world.
 - Considering working with and attending workshops of other *CNVC* Certified Trainers, and to consider offering attendance to other *CNVC* Certified Trainers and *CNVC* staff and representatives without fee.
 - Reflect on and share your personal responses to the following questions, and include them in your yearly *CNVC* Certified Trainer Report:
 - How do I use NVC to create the social change I want to see in the world?
 - How do I teach my view of NVC spirituality (or NVC consciousness)?
 - Do I live the concept of compassionate giving and receiving, which includes my relationship to the exchange of money?
5. Participate in an NVC community:
- Participate in regional or other NVC communities
 - Accept that conflicts may arise, and to be willing to work to resolve them; to find resources if needed (other *CNVC* trainers, mediation, etc.) for dialogue; to be able to demonstrate "living the process" -- that is, to demonstrate the willingness to search for connection, the clear intention to resolve conflicts.
6. Clarify your *CNVC* Certification Status:
- Please consider offering at least part of your trainer commission to *CNVC* to help support the cost of the *CNVC* certification program and related activities, as well as maintaining the *CNVC* website, record-keeping, referrals, supporting access and community connection for *CNVC* Certified Trainers.
 - If your NVC work in developing countries or other in-kind support limits your NVC income, please describe that kind of contribution in your *CNVC* Trainer Report for mutual celebration.
 - If you choose not to contribute to *CNVC*, we would appreciate knowing that you have consciously chosen this (by specifying zero contribution), so we aren't tempted to send you friendly reminders that you haven't yet contributed.
 - *CNVC* Certified Trainers may give up certification status at any time by informing *CNVC* in writing. A trainer who has withdrawn for a period of time and wishes to reinstate certification is requested to affirm the *CNVC* Certified Trainer Agreement

- Consider completing an annual *CNVC* Certified Trainer Report (<http://www.cnvc.org/node/add/annual-trainer-report-expanded>)
- Consider financially supporting *CNVC* and local *NVC* organizations by offering a trainer commission of 10% of your yearly net *NVC* income to *CNVC* and/or local *NVC* organizations, or an amount of your choosing that you are truly willing to contribute.

ANNEX 3 - FORMS

A. TRAINING LOG

Record NVC events where you were offering training.

TRAINING LOG

Name of candidate _____

Title of training _____

Date(s) _____

Location _____

Total # of hrs _____

Total # of participants _____

Circle whether you: led or co-led or assisted at this training.

Other leaders/trainers _____

- In what ways were you satisfied or dissatisfied with your leadership at this event?
- What did you particularly value about this event or your leadership?
- What was easy or difficult for you?
- What would you like to have done differently?
- What would it take for you to be able to do it differently next time?
- What did you learn from leading this training?

B. FEEDBACK FORM FOR *CNVC*-TRAINERS AND OTHER *NVC* COMMUNITY-MEMBER

For (name of candidate) _____

Feedback from (name) _____

Email/Phone _____

Relationship to candidate _____

Date _____

As part of the preparation process for becoming a certified *CNVC* trainer, candidates are encouraged to solicit feedback from trainers, *NVC* group co-members, teammates, mentors and colleagues in order to support the candidate's growing self-awareness.

Briefly describe specific observations (what did the candidate do or say?), along with what need of yours was met or not met, that would apply to any, not necessarily all, of the following areas:

- Be open to exploring new ideas and concepts
- Be involved and active in discussions and exercises

- Demonstrate an ability to receive empathy
- Demonstrate an ability to offer empathy
- Be able to stay in the present moment
- Celebrate new awarenesses and learning new skills

C. PARTICIPANT FEEDBACK FORM

For (name of candidate
for *CNVC* Certification) _____

Feedback from (name) _____

Email/Phone _____

As part of the preparation process for becoming a *CNVC* Certified Trainer, candidates are encouraged to solicit feedback from participants of practice groups or trainings which candidate is leading or assisting with.

Title of event _____

Date _____

Location _____

Was candidate (please circle): (a) Sole trainer (b) Co-trainer (c) Assistant Trainer?

1. How helpful was this training (or this candidate's contribution to the training)?
In what ways was it helpful? In what ways might it be improved?
2. In what ways were you satisfied or not satisfied with the way the candidate presented the materials and responded to your questions and concerns?
What in particular did the candidate do or say to contribute to your satisfaction or dissatisfaction?
3. How comfortable and connected did you feel at this training, and what, if anything, did the candidate do or say that contributed to that experience?

ANNEX 4 - FOR THOSE WHO ARE NOT CNVC CERTIFIED TRAINERS: GUIDELINES FOR SHARING NVC

*When you experience the contributions that **Nonviolent Communication (NVC)** has made to your life, it is often the next step to want to share what you have learned with others. Indeed it is our dream that through our efforts together, all people and organizational structures will deepen in their capacity to relate peacefully and serve life more fully. We welcome everyone's participation in spreading the dream about the vision of NVC and we want to inspire you to share authentically and creatively from your heart. The following questions are often asked by individuals who want to share their understanding of NVC with individuals, groups, and organizations.*

If you want to encourage anyone to share NVC, why do you create CNVC Certified Trainers?

Our intention is to encourage people to pass on their valuable learning in ways that are meaningful to them. We promote the teaching of NVC through our trainer certification program because we value being able to protect the integrity of NVC as a body of teaching. We aim to do this by fostering a community of CNVC Certified Trainers who have the shared experience of the CNVC certification process. Through the certification process, we develop a relationship with and trust CNVC Certified Trainers to communicate the purposes and the intent of *Nonviolent Communication* in an accurate, thorough, consistent and reliable way. CNVC Certified Trainers are asked to stay in community with CNVC and other CNVC Certified Trainers, and to make a yearly commitment to support the work and mission of CNVC, along with other agreements that can be found in the CNVC Trainer Agreement.

So anyone can share their own experiences regarding NVC?

Yes! We appreciate you sharing from your experiences and clarifying that your experience is based on your own understanding of Nonviolent Communication. When you share your experiences using any of the trademarked terms listed below, we request that you acknowledge and mention local or regional NVC organizations and CNVC Certified Trainers, as well as provide CNVC contact information, www.cnvc.org.

Why am I starting to see CNVC in italics?

With the recent revision of the CNVC Trainers Agreement and clarification of our trademark agreements, we have become aware that we would like to set our trademarked terms apart from surrounding text for identification, clarity and branding purposes. An easy and effective way to do this is through the use of italics. We request that you consider adopting this strategy in your promotion materials, website, etc, when mentioning the trademarked terms (listed below). Other options for setting apart the trademarked terms are: bold type, capital letters, underscoring, or quotation marks.

Can we advertise or set up formal meetings regarding Nonviolent Communication?

If you are sharing your NVC experiences through a presentation such as a workshop or practice group, we request that you refrain from using the following terms in the headings, titles, or subtitles of your workshops, materials or media promoting your work such as business cards, brochures, email addresses or internet domain names. However, feel free to use these terms as you share NVC, and in the body of your materials or media promoting your work.

We have heard requests to create a list of alternative names and/or titles for use by those who are not *CNVC* Certified Trainers. We would like to support you in your creativity, choice, and freedom to find titles that describe your intent and your own personal focus; we feel that creating a specific list of alternatives might be more limiting than supportive. Instead, we encourage you to be as creative as possible, and we are reminded that there are so many other ways to express the beauty that NVC can bring to our lives.

The trademarked terms include:

- *THE CENTER FOR NONVIOLENT COMMUNICATION*
- *CNVC*
- The stylized mark (logo) as registered with the USPTO (reg. no. 2460893):



Can we say that we are “NVC trainers”?

CNVC Certified Trainers are identified as being sponsored by *CNVC* through use of the term “*CNVC* Certified Trainer” which signifies their connection with *CNVC*. In order to avoid any confusion regarding sponsorship, we request that you use terms that are free of the implication of certification or sponsorship by *CNVC* or any of the first set of trademarked terms listed above on any media or materials such as business cards, brochures, email addresses and website names. We request that you inform those that you share your NVC experiences with that you are not certified by *CNVC* as a trainer; however, feel free to provide information about your own work, NVC training, and life experiences.

Is that all? Do you want any financial return from my workshops?

We would enjoy receiving a donation from you as an expression of the giving and receiving spirit in which we hope you are sharing your NVC experience. These funds support *CNVC* in its mission to make NVC available throughout the world.

May I share materials produced by CNVC or CNVC trainers when I do presentations?

Please engage in a dialogue with CNVC before using these materials. Most materials are produced for specific types of training, and we find that the clarity and integrity of these materials are best received when offered within the context for which they were developed. To use materials created by an individual, please check with that person first. If you use or produce your own materials, please refer to “Nonviolent Communication” as you share your experiences, indicating the materials and content are “based on the work of Marshall B. Rosenberg and the *Center for Nonviolent Communication*, www.cnvc.org.”

If you still have questions, please contact the CNVC office and we will do our best to answer them. We look forward to working with you in our quest to create a more peaceful world.

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