

## Poster “Solving Conflicts”

This poster introduces the four steps of solving conflicts in nonviolent communication: observation, feeling, need, request. It is intended to help everyone to act according to the individual steps and offers “vocabulary” that makes it easier to follow each step. In the following part, you can find different versions of this poster in different languages in order to make sure that it is accessible to all students.

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**This is how the conflicts usually are solved better!**

Listen  
carefully  
and repeat



I need...

I am...  
now

### 1. Describe the observation

*I have heard,...*

*I have seen ,...*

*I have smelt...*

### 2. Feel and express your emotions

*lucky*

*lonely*

*happy*

*angry*

*disappointed*

*desperate*

*worried*

*sad*

*relieved*

*helpless*

### 3. Feel the need

*justice / fairness*

*trust*

*easiness*

*openness*

*compassion*

*recuperation/rest (R & R)*

*friendship/ a sense of belonging*

*peace*

*freedom*

*clarity*

*peace & calmness*

*support/ help*

*displane /structure*

*consideration*

*honesty  
straightforwardness*

*understanding / listening*

*recognition/acceptance*

*safety /protection*

*strength / health*

*motivation -drive sport*

### 4. Make a request

# So klappt Streitklären oft besser!



## 1. Beobachtung schildern

Ich habe gehört, ...

Ich habe gesehen, ...

Ich habe gerochen, ...

## 2. Gefühle spüren und sagen

glücklich

einsam

fröhlich

wütend

enttäuscht

verzweifelt

besorgt

traurig

erleichtert

hilflos

## 3. Bedürfnisse erspüren

Gerechtigkeit / Fairness

Vertrauen

Leichtigkeit

Offenheit

Mitgefühl

Erholung / Entspannung

Freundschaft / Dazugehören

Frieden

Freiheit

Klarheit

Ruhe

Unterstützung / Hilfe

Ordnung / Struktur

Rücksicht

Ehrlichkeit

Verständnis / Zuhören

Anerkennung / Annahme

Sicherheit / Schutz

Kraft / Gesundheit

Bewegung / Sport

## 4. Bitten äußern

# Ainsi, résoudre des conflits se passe souvent mieux!

Bien écouter et répéter

## 1. Décrire l'observation

J'ai entendu(e) ...

J'ai vu(e) ...

J'ai senti(e) ...

## 2. Ressentir et dire ses sentiments

heureux, heureuse seul(e)

En ce moment, je suis ... content(e) furieux, furieuse

déçu(e) désespéré(e)

franchise inquiet, inquiète triste

soulagé(e) impuissant(e)

## 3. Ressentir ses besoins

justice confiance aisance

franchise compassion détente

amitié/appartenance paix liberté

clarté calme soutien/aide

ordre égards sincérité

compréhension/écoute reconnaissance/acceptation

sécurité/protection force/courage/santé

mouvement/sport

## 4. Exprimer ses souhaits

# Так споры разрешаются лучше

ВНИМАТЕЛЬНО  
СЛУШАЙ

Ч  
ПОВТОРЧ



## 1. ОПИСАТЬ НАБЛЮДЕНИЕ

Я СЛЫШАЛ (-А)...

Я ВИДЕЛ (-А)...

Я ЧУВСТВОВАЛ(-А) ЗАДАХ...

## 2. ЧТО ТЫ ЧУВСТВУЕШЬ?

СЧАСТЬЕ

ОДИНОЧЕСТВО

РАДОСТЬ

ЗЛОСТЬ

РАЗОЧАРОВАНИЕ

СОМНЕНИЕ

БЕСПОКОЙСТВО

ПЕЧАЛЬ

ОБЛЕГЧЕНИЕ

БЕСПОМОГНОСТЬ

## 3. В ЧЁМ ТВОИ ПОТРЕБНОСТИ?

СПРАВЕДЛИВОСТЬ

ДОВЕРИЕ

ЛЁГКОСТЬ

ОТКРЫТОСТЬ

СОСТРАДАНИЕ

ОТДЫХ / РАССЛАБЛЕНИЕ

ДРУЖБА / СОПРИЧАСТНОСТЬ

МИР

СВОБОДА

ЯСНОСТЬ

ПОКОЙ

ПОДДЕРЖКА / ПОМОЩЬ

ПОРЯДОК / СТРУКТУРА

ВНИМАНИЕ

ПРАВДИВОСТЬ

ПОНИМАНИЕ / ГОТОВНОСТЬ ВЫСЛУШАТЬ

ПРИЗНАНИЕ / ПРИНЯТИЕ

БЕЗОПАСНОСТЬ / ЗАЩИТА

СИЛА / ЗДОРОВЬЕ

ДВИЖЕНИЕ / СПОРТ

## 4. ОЗВУЧЬ СВОИ ПРОСЬБЫ