

Nonviolent Communication A Language Of Life Marshall B Rosenberg

You can feel it when it hits you. Your face flushes and your vision narrows. Your heartbeat increases as judgmental thoughts flood your mind. Your anger has been triggered, and you're about to say or do something that will likely make it worse. You have an alternative. By practicing the Nonviolent Communication (NVC) process you can use that anger to serve a specific, life-enriching purpose. It tells you that you're disconnected from what you value and that your needs are not being met. Rather than managing your anger by suppressing your feelings or blasting someone with your judgments, Marshall Rosenberg shows you how to use anger to discover what you need, and then how to meet your needs in constructive ways. This booklet will help you apply these four key truths: - People or events may spark your anger but your own judgments are its cause - Judging others as "wrong" prevents you from connecting with your unmet needs - Getting clear about your needs helps you identify solutions satisfying to everyone - Creating strategies focused on meeting your needs transforms anger into positive actions

Marshall Rosenberg's remarkable process of Nonviolent Communication™ has gained worldwide recognition as a tool for turning even the most volatile situations into a natural interchange of compassion, generosity, and mutual enrichment. Modeled after this visionary peacemaker's nine-day international intensive retreats, The Nonviolent Communication Training Course presents the first ever self-guided curriculum for putting Rosenberg's transformative ideas into everyday practice—whether you're at the office, at the dinner table, in a parent-teacher conference—any situation where you want to honor what is alive in yourself and others. Join the pioneering creator of NVC for more than nine hours of in-depth instruction that includes: Nine immersive CDs that teach you how to use NVC to discuss difficult emotions, deepen intimate relationships, mediate impossible conflicts, and much more Workbook with more than 50 exercises to strengthen your ability to successfully apply NVC in the field Seven Nonviolent Communication training cards you can use on the spot to express yourself and listen to others Course objectives: Identify the four steps of the Nonviolent Communication process Employ the four-step Nonviolent Communication process in every dialogue you engage in Utilize empathy to safely confront anger, fear, and other powerful emotions Discover how to overcome the blocks to compassion, and open to our natural desire to enrich the lives of those around us

Enrich your personal and work relationships with the art of compassionate communication. What if you could defuse tension and create accord in even the most volatile situations just by changing the way you speak? Over the past 35 years, Marshall Rosenberg has done just that, peacefully resolving conflicts in families, schools, businesses, and governments in 30 countries on 5 continents.

A set of tools for mastering the one skill standing between us and success: the ability to ask for the things we need to succeed. Imagine you're on a deadline for a big project, and feeling overwhelmed. Or you're looking for a job, but can't seem to get your foot in the door. Or you're dying for tickets to a sold out concert, and all your leads have gone cold. What do these problems have in common? They can all be solved simply by reaching out to a colleague, friend, or wider network and making an ask. Studies show that asking for help makes us better and less frustrated at our jobs. It helps us find new opportunities and new talent. It unlocks new ideas and solutions, and enhances team performance. And it helps us get the things we need outside the workplace as well. And yet, we rarely give ourselves permission to ask. Luckily, the research shows that asking—and getting—what we need is much easier than we tend to think. Here, Wayne Baker shares a set of strategies—used at companies like Google, GM, and IDEO—that individuals, teams, and leaders can use to make asking for help a personal and organizational habit, including: • A quiz to identify your asking-giving style • SMART criteria for who, when, and how to ask • “Plug-and-play” routines that make requests a standard component of meetings • Mini-games that incentivize asking within teams • The Reciprocity Ring, a guided activity that allows people to tap into the giving power of a network Picking up where the bestselling book Give and Take left off, All You Have to Do Is Ask shows us how to ignite the cycle of giving and receiving by asking for the things we need. Advance praise for All You Have to Do Is Ask “Asking for help and support has been a key to my success. Wayne Baker expertly shares how everyone can do it.”—Shellye Archambeau, former CEO, MetricStream, and board director, Verizon and Nordstrom “Wayne Baker shares the formula for driving personal, organizational, and social change by tapping the power of our teams and networks for help. This insightful book is a must-read for anyone seeking practical and proven solutions to make our workplaces and world a better place.”—Noel Tichy, professor, University of Michigan, and author of Judgment and Control Your Destiny or Someone Else Will

Popular marriage counselor and seminar leader John Gray provides a unique, practical and proven way for men and women to communicate and relate better by acknowledging the differences between them. Once upon a time Martians and Venusians met, fell in love, and had happy relationships together because they respected and accepted their differences. Then they came to earth and amnesia set in: they forgot they were from different planets. Using this metaphor to illustrate the commonly occurring conflicts between men and women, Gray explains how these differences can come between the sexes and prohibit mutually fulfilling loving relationships. Based on years of successful counseling of couples, he gives advice on how to counteract these differences in communication styles, emotional needs and modes of behavior to promote a greater understanding between individual partners. Gray shows how men and women react differently in conversation and how their relationships are affected by male intimacy cycles ("get close", "back off"), and female self-esteem fluctuations ("I'm okay", "I'm not okay"). He encourages readers to accept the other gender's particular way of expressing love, and helps men and women learn how to fulfill each other's emotional needs. With practical suggestions on how to reduce conflict, crucial information on how to interpret a partner's behavior and methods for preventing emotional "trash from the past" from invading new relationships, Men Are from Mars, Women Are from Venus is a valuable tool for couples who want to develop deeper and more satisfying relationships with their partners.

Clinical psychologist Marshall B. Rosenberg offers an enlightening look at how peaceful communication can create compassionate connections with family, friends, and other acquaintances. The Nonviolent Communication (NVC) is a powerful process for inspiring compassionate connection and action. Training in NVC can help facilitate communication and prevent conflict by helping everyone get their needs met.

Robert Gonzales' work, Living Compassion has emerged from a lifetime of inquiry into the intersection between spirituality and human communication. His influences include Dr. Marshall Rosenberg (founder of Nonviolent Communication), Stephen R. Schwartz (creator of Compassionate Self-Care), and other spiritual teachers. Robert Gonzales' work, Living Compassion has

emerged from a lifetime of inquiry into the intersection between spirituality and human communication. His influences include Dr. Marshall Rosenberg (founder of Nonviolent Communication), Stephen R. Schwartz (creator of Compassionate Self-Care), and other spiritual teachers. Robert's work Living Compassion has evolved as an integration of embodied spirituality and Nonviolent Communication. His trainings offer ways to cultivate daily practices for living life fully, grounded in compassion for one's self and others.

The tenets of Nonviolent Communication are applied to a variety of settings, including the classroom and the home, in these booklets on how to resolve conflict peacefully. Illustrative exercises, sample stories, and role-playing activities offer the opportunity for self-evaluation, discovery, and application. Helping parents to connect compassionately with their children, show them love, and offer guidance even in difficult moments, this practical booklet describes how the Nonviolent Communication (NVC) process can transform parenting to promote peace for generations to come. NVC-based parenting tips and ten practical exercises to foster trust, improve cooperation, and inspire open dialogue are included.

Teaches how to use nonviolent communication to resolve issues in life, work, and family relationships.

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A simple yet powerful method of communication for mediating conflicts and peacefully resolving differences at the political, professional, and personal levels.

The complementary workbook to Nonviolent Communication: A Language of Life, which has sold more than 2,000,000 copies Learning the Nonviolent Communication (NVC) process has often been equated with learning a whole new way of thinking and speaking. The NVC Companion Workbook helps you easily put these powerful, effective skills into practice with chapter-by-chapter study of Marshall Rosenberg's cornerstone text, Nonviolent Communication: A Language of Life. Find a wealth of activities, exercises, and facilitator suggestions to refine and practice this powerful way of communicating. Join the hundreds of thousands worldwide who have improved their relationships and their lives with this simple yet revolutionary process. Included in the new edition is a complete chapter on conflict resolution and mediation.

Communications is so much more than words. Being clear on certain principles will help you know how to connect. Empathy and honesty will lead the way. This book presents ideas on how to communicate and connect with others from your heart. Through stories, definitions and cartoons it will inspire you to go deeper in your exploration of what really matters in human communication.

"Marshall Rosenberg's groundbreaking Nonviolent Communication: A Language of Life reveals the power of connecting with others on an entirely new level. You realize immediately that every relationship in your life--with family or friends, co-workers, students, teachers, even with yourself--now has the potential for positive, permanent transformation. Learning the Nonviolent Communication (NVC) process has often been equated with learning a whole new way of thinking and speaking. The NVC Companion Workbook helps you easily put these powerful, effective skills into practice with chapter-by-chapter study of Rosenberg's cornerstone text, NVC: A Language of Life. Create a safe, supportive group learning or practice environment that nurtures the needs of each participant. Or, learn on your own as the workbook guides you through self-directed study. Find a wealth of activities, exercises, and facilitator suggestions to refine and practice this powerful way of communicating"--

Here is a different story about who we are, why we got here, and what we can do to move towards our longings for a different world. In her debut publication, Spinning Threads of Radical Aliveness, internationally known thinker and trainer Miki Kashtan puts forth the bold vision that we can live with integrity, even in a world that has betrayed our deepest hopes for the future. The key she offers for opening the door to deep changes at all levels is to embrace a major transformation in our relationship with our deepest needs and values. All aspects of relationships take on a new light when filtered through the lens of human needs. This profound book will help you discover the transformative power of shifting from evaluating, judging, and competing into an openhearted commitment to make things work for everyone. For the millions who long to "be the change you wish to see," this book elegantly and thoroughly provides a roadmap - and nourishment for the spirit.

"A book and an unexploded bomb may lay equally motionless, but their kinetic potential is vastly different. A bomb may kill hundreds of people, but a book can change millions—think of Common Sense, Das Kapital, Uncle Tom's Cabin, or The Gulag Archipelago. To that energizing company, add Transforming Terror. This practical, inspiring book cuts through moral relativism by defining terror according to how it affects its victims. It is a luminous collection of wisdom. You'll want many of these essays in your library forever. I needed to read it and you do, too." -Peter Coyote, actor and author of Sleeping Where I Fall "Only an anthology could create the mosaic that would display the profound paradigm shift offered here: defining terrorism according to the experiences of the victims—unarmed civilians who are violently attacked or threatened—and not by any ideology or purpose. Each tile in the mosaic offers a catalyst to radical transformation of the calamitously increasing scale of such assaults, from suicide bombers to state terrorism, and offers real hope for a way out of the death spiral. This should be read at military academies and defense departments as well as by teachers and religious leaders." -Deirdre English, Director, Felker Magazine Center, Graduate School of Journalism, UC Berkeley and former editor of Mother Jones "This collection of writings reveals a wealth of proposals for transforming the combustible conditions that often produce terror, as well as for the reconciliation and healing of terror's victims. This book is not only

an inspired and singular achievement, it is a courageous and bold challenge to a world too often jaded and numbed by the omnipresence of violence to consider any creative alternatives. Here is a work that couldn't be more timely, relevant or persuasive in its call for us to transform the terror that bedevils us all, individuals and cultures alike." - Phil Cousineau, author of *Beyond Forgiveness: Reflections on Atonement* and *A Seat at the Table: Huston Smith in Conversation with Native Americans on Religious Freedom* "This volume brings together the wisest voices of our era to reveal the prevalence of terror in our world, and its unconsidered consequences. Until a behavior has a name, it cannot be challenged. This amazing collection of wise and beautiful voices challenges our received definition of terror, and moves us a step further toward a world of peace." - Marilyn Sewell, editor of *Cries of the Spirit*

"Over a decade after its publication, one book on dating has people firmly in its grip." —The New York Times We already rely on science to tell us what to eat, when to exercise, and how long to sleep. Why not use science to help us improve our relationships? In this revolutionary book, psychiatrist and neuroscientist Dr. Amir Levine and Rachel Heller scientifically explain why some people seem to navigate relationships effortlessly, while others struggle. Discover how an understanding of adult attachment—the most advanced relationship science in existence today—can help us find and sustain love. Pioneered by psychologist John Bowlby in the 1950s, the field of attachment posits that each of us behaves in relationships in one of three distinct ways: • Anxious people are often preoccupied with their relationships and tend to worry about their partner's ability to love them back • Avoidant people equate intimacy with a loss of independence and constantly try to minimize closeness. • Secure people feel comfortable with intimacy and are usually warm and loving. Attached guides readers in determining what attachment style they and their mate (or potential mate) follow, offering a road map for building stronger, more fulfilling connections with the people they love.

Using real-world case studies and examples, Hunsinger and Latini helpfully guide pastors and lay leaders through effective and compassionate ways to deal with discord. Based on the research that brought international recognition to Raine Eisler's groundbreaking work *The Chalice and the Blade* but addressing the world as it is today, *The Power of Partnership* offers inspiration and guidance for moving to the better lives we yearn for. Eisler offers us a new lens, a new paradigm, for seeing the world and living in it. The Partnership Model, which emphasizes mutual respect and a fundamental awareness of the sacredness of all life, creates a solid foundation for families, businesses, communities, and the world. In contrast, the suffocating paradigm that has guided much of recorded history — what Eisler calls the Domination Model — has led individuals and groups, acting out of fear, to oppress women, wage war, terrorize, and subjugate others. Using these simple yet far-reaching models, Eisler shows how political and personal relationships based on domination inevitably result in misery and violence, while those founded on partnership foster respect, love, and an explosion of creativity.

Murder and Politics in Mexico studies the causes of political killings in Mexico's liberalization-democratization within the larger context of political repression. Mexico's democratization process has entailed a little known but highly significant cost of human lives in pre- and post-election violence. The majority of these crimes remain in a state of impunity: in other words, no person had been charged with the crime and/or no investigation of it had occurred. This has several consequences for Mexican politics: when the level of violence is extreme and when political killings that are systematic and invasive are involved, this could indicate a real fracture in the democratic system. This book analyzes several dimensions regarding impunity and political crime, more specifically, the political killings of members of the PRD in the post-1988 period in Mexico. The main argument proposed in this book is that impunity for political killings is a structured system requiring one central precondition, namely the failure of the legal system to function as a system of restraint for killings. Dr Schatz's research finds that political assassinations are indeed rational, targeted actions but they do not occur within an institutional vacuum. Political assassinations are calculated strategies of action aimed at eliminating political rivals. As a form of interpersonal violence, political assassination involves direct or implied authorization from political leaders, the availability of assassins for hire and the willingness of some political leaders to utilize them against political opponents, and violent interactions between political parties combined with judicial system ineffectiveness. A corrupt legal system facilitates the use of political assassination and explains the persistence of impunity for political murder over time. To reduce political violence in the transition to electoral democracy, specific institutional conditions, namely a structured system of impunity for murder, must be overcome.

The tenets of Nonviolent Communication are applied to a variety of settings, including the classroom and the home, in these booklets on how to resolve conflict peacefully. Illustrative exercises, sample stories, and role-playing activities offer the opportunity for self-evaluation, discovery, and application. The skills and perspectives of the Nonviolent Communication (NVC) process are applied to parenting in this resource for parents and teachers. NVC stresses the importance of putting compassionate connection first to create a mutually respectful, enriching family dynamic filled with clear, heartfelt communication.

A practical handbook that provides seven simple steps to resolving conflicts between parents and children; and includes activities, stories, and helpful resources.

Words have the power to create profound healing—or incredible suffering—and yet even with the best intentions it can be difficult to build harmony and trust through speech. This pioneering text presents a four-part model for immediately connecting words with peace and well-being in relationships. Applying the principles of Nonviolent Communication to conversation, the book seeks to answer the two central questions of How can we express what's alive in us? and How can we make life more wonderful? Chapters discuss using natural empathy to ease stressful situations and beat fear, thus avoiding dehumanizing communication patterns, and instead seeing through the eyes of others to foster understanding. Examples of applications in education, correctional facilities, parenting, and the business world are given. This instructive guide teaches users of all types that it is

possible to meet their needs and the needs of others in a compassionate manner, beginning with the very first words they use.

The tenets of Nonviolent Communication are applied to a variety of settings, including the classroom and the home, in these booklets on how to resolve conflict peacefully. Illustrative exercises, sample stories, and role-playing activities offer the opportunity for self-evaluation, discovery, and application. This step-by-step guide provides information on how to refocus attention when angry and create satisfying outcomes for everyone. If one can avoid moralistic judgments about the wrongness of the other person's behavior, anger can become as a life-enriching emotion and a window into personal needs and values.

A handbook designed to help you communicate with more authenticity, clarity, and empathy while in the midst of a conflict by using the principles of NVC. It will show you the most common pitfalls I come across while teaching and how to help avoid them. This book can help you speak with 100% authenticity without judging, blaming, or condemning anyone. Using the tools and strategies outlined in this book you will soon be able to turn every conflict into a deeper, more profound connection.

Addressing the need for a dynamic change in the formula schools use to mold their students, this groundbreaking guide provides a new approach to education that serves the lives of everyone in the learning community. By implementing the unique communication skills outlined, educators can promote cooperation and understanding and address many of the complex problems faced in the classroom. Teachers will learn new skills to increase student interest, achievement, and retention, as well as create a safe and supportive learning and working atmosphere. They are also given strategies for cultivating emotional intelligence, respect, authenticity, and empathy and are empowered to resolve conflict and prevent or defuse violence. The end result helps teachers rediscover the joy of teaching motivated students.

What is Violent Communication? If "violent" means acting in ways that result in hurt or harm, then much of how we communicate—judging others, bullying, having racial bias, blaming, finger pointing, discriminating, speaking without listening, criticizing others or ourselves, name-calling, reacting when angry, using political rhetoric, being defensive or judging who's "good/bad" or what's "right/wrong" with people—could indeed be called "violent communication." What is Nonviolent Communication? Nonviolent Communication is the integration of four things: • Consciousness: a set of principles that support living a life of compassion, collaboration, courage, and authenticity • Language: understanding how words contribute to connection or distance • Communication: knowing how to ask for what we want, how to hear others even in disagreement, and how to move toward solutions that work for all • Means of influence: sharing "power with others" rather than using "power over others" Nonviolent Communication serves our desire to do three things: • Increase our ability to live with choice, meaning, and connection • Connect empathically with self and others to have more satisfying relationships • Sharing of resources so everyone is able to benefit

The author offers advice on such matters as mastering emotions, overcoming debilitating habits such as over-eating, drinking and drug abuse, unleashing the hidden power of body and mind, improving personal and professional relationships, and taking control of personal finances.

New York Times bestselling author Jen Sincero gets to the core of transformation: habits--breaking, making, understanding, and sticking with them like you've never stuck before. *Badass Habits* is a eureka-sparking, easy-to-digest look at how our habits make us who we are, from the measly moments that happen in private to the resolutions we loudly broadcast (and, erm, often don't keep) on social media. Habit busting and building goes way beyond becoming a dedicated flosser or never showing up late again--our habits reveal our unmet desires, the gaps in our boundaries, our level of self-awareness, and our unconscious beliefs and fears. *Badass Habits* features Jen's trademark hilarious voice and offers a much-needed fresh take on the conventional wisdom and science that shape the optimism (or pessimism?) around the age-old topic of habits. The book includes enlightening interviews with people who've successfully strengthened their discipline backbones, new perspective on how to train our brains to become our best selves, and offers a simple, 21 day, step-by-step guide for ditching habits that don't serve us and developing the habits we deem most important. Habits shouldn't be impossible to reset--and with healthy boundaries, knowledge of--and permission to go after--our desires, and an easy to implement plan of action, we can make any new goal a joyful habit.

You're about to have an uncomfortable meeting with your boss. The principal just called about your middle-schooler. You had a fight with your partner and it's an hour before bed. You know your next move will go a long way toward defining your relationships with these individuals. So what do you do? We all find ourselves in situations similar to these and too often resort to the same old patterns of behavior—defending our need to be right, refusing to really listen, speaking cruelly out of anger and frustration, or worse. But there is another way. Living Nonviolent Communication gives you practical training in applying Dr. Marshall Rosenberg's renowned process in the areas he has most often been asked for counsel: Conflict resolution Working with anger Spiritual practice Healing and reconciliation Loving relationships Raising children Nonviolent Communication has flourished for four decades across 35 countries for a simple reason: it works. Now you can learn to activate its healing and transformational potential, with Living Nonviolent Communication.

Love takes work, but, when it comes to relationships, it pays to work smarter. *Couple Skills, Second Edition*, revised and updated from the therapist-recommended classic, will show you how to work smarter in your relationship. You'll learn to improve communication, cope better with problems, and resolve conflicts with the one you love in healthy and creative ways. Each chapter teaches you an essential skill that supports greater relationship satisfaction and deeper intimacy. New to this edition is a chapter on using acceptance skills, developed from the revolutionary new acceptance and commitment therapy (ACT). These new approaches will help you to accept your partner's feelings (and your own emotions) without judgment. Using these techniques will help you decide what you really value in your relationship and then commit to acting in ways that further those values every day.

Break Free From Over-Functioning, Over-Delivering, People-Pleasing, and Ignoring Your Own Needs So You Can Finally Live the Life You Deserve! Most of us were never taught how to effectively express our preferences, desires or deal-breakers. Instead, we hide our feelings behind passive-aggressive behavior, deny our own truths, or push our emotions down until we get depressed or so frustrated that we explode, potentially destroying hard-won trust and relationships. The most successful and satisfied people on the planet have one thing in common: the ability to create and communicate clear, healthy boundaries. This ability is, hands down, the biggest game changer when it comes to creating a healthy, happy, self-determined life. In *Boundary Boss*, psychotherapist Terri Cole reveals a specific set of skills that can help you stop abandoning yourself for the

sake of others (without guilt or drama) and get empowered to consciously take control of every aspect of your emotional, spiritual, physical, personal, and professional life. Since becoming a Boundary Boss is a process, Cole also offers actionable strategies, scripts, and techniques that can be used in the moment, whenever you need them. You will learn: How to recognize when your boundaries have been violated and what to do next How your unique “Boundary Blueprint” is unconsciously driving your boundary behaviors, and strategies to redesign it Powerful boundary scripts so in the moment you will know what to say How to manage “Boundary Destroyers”—including emotional manipulators, narcissists, and other toxic personalities Where you fall on the spectrum of codependency and how to create healthy, balanced relationships This book is for women who are exhausted from over-giving, overdoing, and even over-feeling. If you’re getting it all done but at the expense of yourself, give yourself the gift of Boundary Boss.

* Our summary is short, simple and pragmatic. It allows you to have the essential ideas of a big book in less than 30 minutes. By reading this summary, you will learn to master the basics of non-violent and spiritual communication in order to use it in your daily life. You will also learn that : spirituality and non-violent communication are intimately linked; non-violent communication is within everyone's reach; spirituality can help to create a bond; it is possible to make requests without giving orders. As a specialist in non-violent communication in all its forms, Marshall B. Rosenberg reveals the secrets of mediation and healthy communication that can help avoid conflict. The author's many observations and public interventions place spirituality at the center of effective non-violent communication. Thus, empathy and compassion must be valued in order to relearn how to communicate. Through concrete examples, Marshall B. Rosenberg schematizes and explains the processes that make it possible to communicate smoothly and without violence, and encourages us to take stock of what is at stake in spiritual non-violent communication in everyday life. *Buy now the summary of this book for the modest price of a cup of coffee!

Find your voice, speak your truth, listen deeply—a guide to having more meaningful and mindful conversations through nonviolent communication We spend so much of our lives talking to each other, but how much are we simply running on automatic—relying on old habits and hoping for the best? Are we able to truly hear others and speak our mind in a clear and kind way, without needing to get defensive or go on the attack? In this groundbreaking synthesis of mindfulness, somatics, and Nonviolent Communication, Oren Jay Sofer offers simple yet powerful practices to develop healthy, effective, and satisfying ways of communicating. The techniques in Say What You Mean will help you to: • Feel confident during conversation • Stay focused on what really matters in an interaction • Listen for the authentic concerns behind what others say • Reduce anxiety before and during difficult conversations • Find nourishment in day-to-day interactions “Unconscious patterns of communication create separation not only in our personal lives, they also perpetuate patterns of misunderstanding and violence that pervade our world. With clarity and great insight, Oren Jay Sofer offers teachings and practices that train us to speak and listen with presence, courage, and an open heart.” —Tara Brach, author of Radical Acceptance and True Refuge

Discover how to successfully and efficiently calm an angry person or diffuse a volatile situation in ninety seconds or less with this proven and accessible peacekeeping method by self-described “lawyer turned peacemaker” Douglas E. Noll. We live in an increasingly divided world and most of us have encountered our fair share of aggressive people and difficult confrontations. Fortunately, we now have the tools to become peacemakers and transform emotionally volatile situations and hurt feelings to calm, non-aggressive ones. Tested on prison inmates, De-Escalate offers a new set of social listening and communication skills, based on the latest findings in neuroscience and meditation. Along with practical exercises and scenario-based examples, each chapter focuses on specific themes, such as dealing with emotionally charged teenagers and frustrated coworkers. Additionally, Noll shares practical tips on how to be civil in an uncivil society. With De-Escalate, we can bring peace to all facets of life, cultivate healthier relationships, and participate in creating a more caring and compassionate future for us all.

Praise for the first edition: “As interest in coaching grows, I think Flaherty’s book will come to stand out as a definitive work.” – Peter M. Senge Coaching: Evoking Excellence in Others proposes rigorous methods of practice and self-observation in a relationship of mutual trust, respect and freedom of expression. It will probe you to rethink and possibly undo how you relate to your clients, your partner, your staff, your friends, and how you produce long-term excellent performance in yourself. This 2nd edition includes new chapters on working with the body and what to do when we find ourselves stuck in our coaching efforts. These chapters, have been included to expand the coaches repertory and readiness to step into wider areas of engagement with clients. As with the previous edition these chapters have annotated bibliographies at their conclusion that will assist the reader in continuing their study. The appendix also has expanded list of self-observation exercises and practices as well as additional material that can be used in assessment. This book will act as a learning guide for new coaches and master coaches who want to challenge their methods of partnering with clients. It is also applicable to managers intending to include coaching in their developmental roles with team members. The author has led workshops in coaching, communication, leadership, and project management for more than 12,000 people. These have included participants from many Fortune 500 companies such as AT&T, FMC, Chrysler, Ernst & Young, Cargill, Levi Strauss and Coopers & Lybrand.

Have you ever tried to tell someone what you want only to feel misunderstood and frustrated? Or hesitated to ask for what you needed because you didn't want to burden the other person? Or been stuck in blame or anger that wouldn't go away? Judith and Ike Lasater, long-term students of yoga and Buddhism, experienced dilemmas like these, too. Even though they had studied the yoga principle of satya (truth) and the Buddhist precept of right speech, it was not until they began practicing Marshall Rosenberg's techniques of Nonviolent Communication (NVC) that they understood how to live satya and right speech. In What We Say Matters, Judith and Ike describe their journey through NVC and

how speech becomes a spiritual practice based on giving and receiving with compassion—everywhere, all the time—whether at home, at work, or in the world. Their writing is deeply personal, punctuated by their recounts of trial and error, success and failure, laughter and challenge—even in writing this book! They guide you through an introduction to NVC with clear explanations, poignant examples, suggested exercises, and helpful resources. With practice, you'll learn new ways to:

- extend empathy to yourself and others
- distinguish between feelings and needs
- make requests rather than demands
- choose connection over conflict
- create mutually satisfying outcomes

Nonviolent Communication A Language of Compassion Puddle Dancer Press

'Toad', the famous character in Kenneth Grahame's *The Wind in the Willows* is in a very depressed state and his good friends Rat, Mole and Badger, are 'worried that he might do something silly'... First they nursed him. Then they encouraged him. Then they told him to pull himself together... Finally, Badger could stand it no longer. That admirable animal, though long on exhortation, was short on patience. 'Now look here Toad, this can go on no longer', he said sternly. 'There is only one thing left. You must have counselling!' Robert de Board's engaging account of Toad's experience of counselling will capture the imagination of the growing readership of people who are interested in counselling and the counselling process. Written as a real continuation of life on the River Bank, Toad and his friends come to life all over again. Heron, the counsellor, uses the language and ideas of transactional analysis as his counselling method. Through the dialogues which make up the ten sessions, or chapters of the book, Toad learns how to analyse his own feelings and develop his emotional intelligence. He meets his 'rebellious child' and his 'adult' along the way, and by the end of the book, as debonair as ever he was, is setting out on a completely new adventure. As readers learn about Toad, so they can learn about themselves and be encouraged to take the path of psychological growth and development. Best-selling author, Robert de Board says: 'Toad's experiences are based on my own experiences of counselling people over a period of twenty years. Counselling for Toads is really an amalgamation of the many counselling sessions I have held and contains a distillation of the truths I have learnt from practice.' Appropriate for anyone approaching counselling for the first time, whether as a student or as a client, or for the professional counsellor looking for something to recommend to the hesitant, *Counselling for Toads* will appeal to both children and adults of all ages.

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