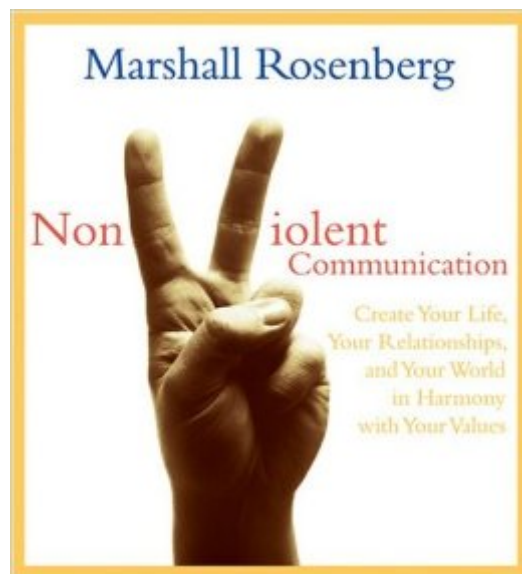


The book was found

Nonviolent Communication: Create Your Life, Your Relationships, And Your World In Harmony With Your Values



Synopsis

What if you could defuse tension and create accord in even the most volatile situationsâjust by changing the way you spoke? Over the past 35 years, Marshall Rosenberg has done just that, peacefully resolving conflicts in families, schools, businesses, and governments in 30 countries all over the world. On *Nonviolent Communication*, this renowned peacemaker presents his complete system for speaking our deepest truths, addressing our unrecognized needs and emotions, and honoring those same concerns in others. With this adaptation of the bestselling book of the same title, Marshall Rosenberg teaches in his own words:

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

Observations, feelings, needs, and requestsâhow to apply the four-step process of Nonviolent Communication to every dialogue we engage in

Overcoming the blocks to compassionâand opening to our natural desire to enrich the lives of those around us

How to use empathy to safely confront anger, fear, and other powerful emotions

Here is a definitive audio training workshop on Marshall Rosenberg's proven methods for "resolving the unresolvable" through Nonviolent Communication.

Book Information

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Customer Reviews

I borrowed this book from the local library after it caught my eye, sitting on the "new books" display. It's a pretty good book, although I do have some reservations about it.

/Nonviolent Communication/

is a rather easy read. This is both good and bad - good, because you're not slogging through lots of academia-speak and technical jargon; but also bad because you might breeze through the book too quickly to truly absorb the rather useful and insightful information it is offering. The idea behind the NVC process is rather simple - it's mostly about learning to be more precise in expressing your feelings, their cause(s), and what you would like done to resolve them. Rather than saying "you never clean the !@#\$ kitchen," the NVC approach would be to say something along the lines of: "When you do not take out the trash in the kitchen, I feel _____." And so on. NVC also encourages you to be receptive to what other people are saying and feeling, even if (or perhaps especially if) they do not word things with as much precision and care. The approach is very sound, but I have reservations about the way the book presents it. Most of the example conversations are so unbelievably robotic, at times I just wanted to laugh out loud at how absurd they were. My initial thought was that I was being unreasonable - after all, they're just words on a page, and perhaps they would seem less laughable in person with real emotion behind them. And then I realized that was the key that was missing - the conversations were little other than the facts of the situation, and the exact words the people said. There was no emotional context, no insight into the feelings that were being expressed. I found this to be extremely ironic.

First, the basics. Before I read this book, I had no idea that there were learnable techniques for enhancing your performance of empathy. For that matter, I didn't even know that empathy is something that you do; I thought that it was just something that you feel. Well, it turns out that empathy is really an activity with techniques, and this book teaches them. Now for some context. In the last year, I've read about twenty books on emotional intelligence (EQ) and related topics. (If you're unfamiliar with the term, just think of EQ as "socio-emotional fitness". It can be roughly divided into self-awareness, self-direction, social perception and relationship management.) Good intellectual frameworks for understanding EQ have been easy for me to find; practical instructions for increasing your EQ seem rather more rare. (By "practical instructions" I mean pragmatic action plans with specific things to DO, not just project proposals with goals to accomplish. It's a shame how often the latter is presented when the former is needed.) In my reading experience, "Nonviolent Communication" is THE premiere how-to guide for improving your performance at doing empathy, which is one of the fundamental competencies of EQ. Third, a caution in the form of a metaphor. The author is proffering you a diamond while demonstrating an oddly formal way of holding it. Just take the diamond and ignore the formalities. That is to say, other reviewers have pointed out that he uses some rather stilted language at times, and that's true; but, the phrasing is NOT the point. The

remarkable insights are what matter. Fourth, an idiosyncratic recommendation. One of most amazing ways that this book helped me was by teaching me how to empathize with my OWN needs.

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