Contents

Foreword • xiii
Acknowledgments • xvii

Chapter 1: Giving From the Heart • 1

Introduction • 1

A Way to Focus Attention • 3

The NVC Process • 6

Applying NVC in Our Lives and World • 8

NVC in Action: Murderer, Assassin, Child-Killer! • 12

Chapter 2: Communication That Blocks Compassion • 15

Moralistic Judgments • 15

Making Comparisons • 18

Denial of Responsibility • 19

Other Forms of Life-Alienating Communication • 22

Chapter 3: Observing Without Evaluating • 25

The Highest Form of Human Intelligence • 28

Distinguishing Observations From Evaluations - 30

NVC in Action: The Most Arrogant Speaker We've Ever Had! • 32

Exercise 1: Observation or Evaluation? • 34

Chapter 4: Identifying and Expressing Feelings • 37

The Heavy Cost of Unexpressed Feelings • 37

Feelings versus Non-Feelings • 41

Building a Vocabulary for Feelings • 43

Exercise 2: Expressing Feelings • 47

```
Chapter 5: Taking Responsibility for Our Feelings
                                                     • 49
  Hearing a Negative Message: Four Options • 49
  The Needs at the Roots of Feelings • 52
  The Pain of Expressing Our Needs versus
     the Pain of Not Expressing Our Needs • 55
  From Emotional Slavery to Emotional Liberation • 57
  NVC in Action: Bring Back the Stigma of Illegitimacy! • 61
  Exercise 3: Acknowledging Needs • 65
Chapter 6: Requesting That Which Would Enrich Life
                                                      • 67
  Using Positive Action Language • 67
  Making Requests Consciously • 72
  Asking for a Reflection • 74
  Requesting Honesty • 76
  Making Requests of a Group • 77
  Requests versus Demands • 79
  Defining Our Objective When Making Requests • 81
  NVC in Action: Sharing Fears About a Best Friend's Smoking • 85
  Exercise 4: Expressing Requests • 88
Chapter 7: Receiving Empathically
  Presence: Don't Just Do Something, Stand There • 91
  Listening for Feelings and Needs • 94
  Paraphrasing • 96
  Sustaining Empathy • 101
  When Pain Blocks Our Ability to Empathize • 103
  NVC in Action: A Wife Connects With Her Dying Husband • 105
  Exercise 5: Receiving Empathically versus Non-Empathically • 109
Chapter 8: The Power of Empathy
                                   • 113
  Empathy That Heals • 113
  Empathy and the Ability to Be Vulnerable • 115
  Using Empathy to Defuse Danger • 117
```

Empathy in Hearing Someone's "No!" • 120 Empathy to Revive a Lifeless Conversation • 121 Empathy for Silence • 123

Chapter 9: Connecting Compassionately With Ourselves
Remembering the Specialness of What We Are • 129
Evaluating Ourselves When We've Been Less Than Perfect • 130
Translating Self-Judgments and Inner Demands • 132
NVC Mourning • 132
Self-Forgiveness • 133
The Lesson of the Polka-Dotted Suit • 134
Don't Do Anything That Isn't Play! • 135
Translating Have to to Choose to • 136
Cultivating Awareness of the Energy Behind Our Actions • 138

Chapter 10: Expressing Anger Fully • 141
Distinguishing Stimulus from Cause • 141
All Anger Has a Life-Serving Core • 144
Stimulus versus Cause: Practical Implications • 145
Four Steps to Expressing Anger • 148
Offering Empathy First • 149
Taking Our Time • 152
NVC in Action: Parent and Teen Dialogue
A Life-Threatening Issue • 154

Chapter 11: The Protective Use of Force • 161

When the Use of Force Is Unavoidable • 161

The Thinking Behind the Use of Force • 161

Types of Punitive Force • 162

The Costs of Punishment • 164

Two Questions That Reveal the Limitations of Punishment • 165

The Protective Use of Force in Schools • 166

Chapter 12: Liberating Ourselves and

Counseling Others • 171

Freeing Ourselves From Old Programming • 171

Resolving Internal Conflicts • 172

Caring for Our Inner Environment • 173

Replacing Diagnosis With NVC • 175

NVC in Action: Dealing With Resentment and Self-Judgment • 180

Chapter 13: Expressing Appreciation in

Nonviolent Communication • 185

The Intention Behind the Appreciation • 185

The Three Components of Appreciation • 186

Receiving Appreciation • 188

The Hunger for Appreciation • 190

Overcoming the Reluctance to Express Appreciation • 191

Epilogue • 193

Bibliography • 197

Index • 201

The Four-Part Nonviolent Communication Process • 209

Some Basic Feelings and Needs We All Have • 210

About Nonviolent Communication • 211