



Contents

	Introduction	1
STEP 1	Think of Anger as a Red Light on Your Dashboard	2
STEP 2	Look Clearly at What Happened	3
STEP 3	Take Responsibility	4
STEP 4	“Name the Blame” and Get Clear About What You Feel	6
STEP 5	Determine Your Needs	7
STEP 6	Find the “Do” Behind the “Don’t”	9
STEP 7	Think of a Clear Action Request	10
STEP 8	Name Their Feelings and Needs	12
STEP 9	Decide Whose Need You Will Talk About First	13
STEP 10	Now Start Talking	14
	So, let’s recap	16
	Summing up	18
	Now Go Practice	18
	Practice Pages	19
	 <i>Some Basic Feelings and Needs We All Have</i>	25
	<i>About CNVC and NVC</i>	26
	<i>Trade Publications Available from PuddleDancer</i>	27-29
	<i>Booklets Available from CNVC by PuddleDancer</i>	30
	<i>How you can use the NVC Process</i>	(back inside cover)