

CONTENTS

<i>Acknowledgments</i>	1
<i>Foreword—Dorothy J. Maver, Ph.D.</i>	3
<i>Foreword—David Hart</i>	5
INTRODUCTION	9
<i>Origins of Nonviolent Communication</i>	12
<i>Purpose of NVC</i>	15
PART I • The Mechanics of Speaking Peace	
CHAPTER 1 The Two Questions	23
CHAPTER 2 How Can We Express What’s Alive in Us?	27
<i>Observations</i>	27
<i>Feelings</i>	32
<i>Needs</i>	37
CHAPTER 3 How Can We Make Life More Wonderful?	41
<i>Requests</i>	41
<i>Requests versus Demands</i>	47
PART II • Applying NVC	
CHAPTER 4 Change within Ourselves	59
<i>Growth through Self-Education</i>	59
<i>Self-Empathy for Our ‘Mistakes’</i>	66
<i>Healing Old Hurts—Mourning versus Apology</i>	71

CHAPTER 5	Connecting with Others Empathically	77
	<i>Responding to the Messages of Others</i>	79
CHAPTER 6	Seeing the Beauty in Others	87
CHAPTER 7	What Do You Want to Change?	95
CHAPTER 8	Gangs and Other Domination Structures	105
	<i>How We Got Where We Are</i>	105
	<i>Creating Change in Our Schools</i>	109
	<i>Working with Gangs in Ghettos</i>	113
	<i>Changing Other Social Institutions</i>	115
CHAPTER 9	Transforming Enemy Images and Connecting	117
	<i>Mediating Between Warring Tribes</i>	121
	<i>Addressing Terrorism</i>	126

PART III • Speaking Peace for Social Change

CHAPTER 10	Joining Forces with Others to Create Social Change	133
	<i>Funding for Social Change</i>	141
CHAPTER 11	Dealing with Conflict and Confrontation	147
	<i>Seeing the Human Being across the Table</i>	150
	<i>Transforming Conflict in Business</i>	154
	<i>Transforming Business Culture</i>	157
	<i>When People Won't Meet</i>	160

CHAPTER 12	Gratitude	161
	<i>Praise and Compliments as Damaging Judgments</i>	164
	<i>Expressing Gratitude with NVC</i>	166
	<i>How to Receive Gratitude</i>	169
CHAPTER 13	Summary/Final Thoughts	171
	<i>Bibliography</i>	175
	<i>Index</i>	177
	<i>Some Basic Feelings and Needs We All Have</i>	187
	<i>How You Can Use the NVC Process</i>	188
	<i>About CNVC and NVC</i>	189
	<i>About PuddleDancer Press</i>	191
	<i>Trade Books from PuddleDancer Press</i>	192
	<i>Trade Booklets from PuddleDancer Press</i>	196
	<i>NVC Materials Available from CNVC</i>	197
	<i>About the Author</i>	198