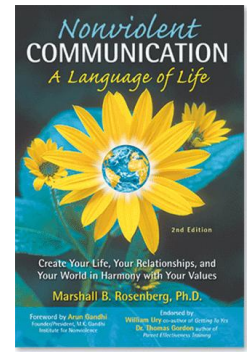


Recommended Reading:

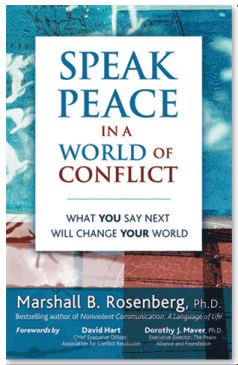
Nonviolent Communication: A Language of Life 2nd Ed Create Your Life, Your Relationships and Your World in Harmony with Your Values by Marshall B. Rosenberg, Ph.D.



Most of us are hungry for skills to improve the quality of our relationships, to deepen our sense of personal empowerment or to simply communicate more effectively. Unfortunately, for centuries our prevailing culture has taught us to think and speak in ways that can actually perpetuate conflict, internal pain and even violence. *Nonviolent Communication: A Language of Life* partners practical skills with a powerful consciousness and vocabulary to help us get what we want peacefully. In this internationally acclaimed text, Marshall Rosenberg offers insightful stories, anecdotes, practical exercises and role-plays that will literally change your approach to communication for the better. Discover how the language you use can strengthen your relationships, build trust, prevent conflicts and heal pain. Revolutionary, yet simple, *Nonviolent Communication: A Language of Life* offers the most effective tools to reduce violence and create peace by changing how we communicate.

Over 250,000 copies have been sold. Printed in over 20 languages around the world. Approximately 250,000 people each year from all walks of life are learning these life-changing communication skills.

Speak Peace in a World of Conflict What You Say Next Will Change Your World by Marshall B. Rosenberg, Ph.D.

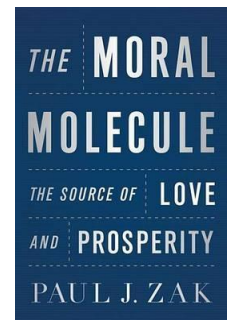


In every interaction, every conversation and in every thought, you have a choice – to promote peace or perpetuate violence. International peacemaker, mediator and healer, Dr. Marshall B. Rosenberg shows you how the language you use is the key to enriching life. Take the first step to reduce violence, heal pain, resolve conflicts and spread peace on our planet – by developing an internal consciousness of peace rooted in the language you use each day.

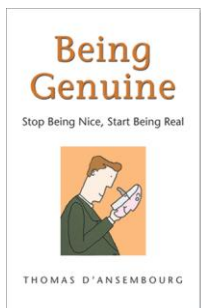
Speak Peace is filled with inspiring stories, lessons and ideas drawn from over 40 years of mediating conflicts and healing relationships in some of the most war torn, impoverished, and violent corners of the world. *Speak Peace* offers insight, practical skills, and powerful tools that will profoundly change your relationships and the course of your life for the better.

Discover how you can create an internal consciousness of peace as the first step toward effective personal, professional, and social change. Find complete chapters on the mechanics of Nonviolent Communication, effective conflict resolution, transforming business culture, transforming enemy images, addressing terrorism, transforming authoritarian structures, expressing and receiving gratitude, and social change.

The Moral Molecule: The Source of Love and Prosperity by Paul J. Zak



Why do some people give freely while others are cold hearted? Why do some people cheat and steal while others you can trust with your life? Why are some husbands more faithful than others—and why do women tend to be more generous than men? Could the key to moral behavior lie with a single molecule? From the bucolic English countryside to the highlands of Papua New Guinea, from labs in Switzerland to his campus in Southern California, Dr. Paul Zak recounts his extraordinary stories and sets out, for the first time, his revolutionary theory of moral behavior. Accessible and electrifying, *The Moral Molecule* reveals nothing less than the origins of our most human qualities—empathy, happiness, and the kindness of strangers.



Being Genuine Stop Being Nice, Start Being Real by Thomas d'Ansembourg

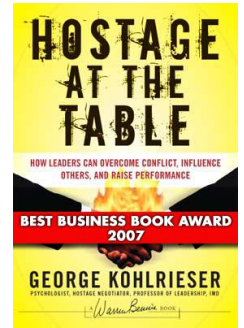
Most of us walk through life with thinking and language that stands as a concrete block between what we want and what we actually get. We stand alienated from ourselves, unaware of what we're feeling or what we want, let alone how to get it. We function out of habit, on autopilot, putting our relationships dead last behind responsibilities of life. And we react to the world and people around us in ways that further alienate us, keeping us from experiencing the quality of relationships that we all deserve.

Being Genuine brings Thomas d'Ansembourg's blockbuster French title to the English market. His work offers you a fresh new perspective on the proven skills offered in the best-selling book, *Nonviolent Communication: A Language of Life*. Drawing on his own real-life examples and stories, d'Ansembourg provides practical skills and concrete steps that allow us to safely remove the masks we wear, which prevent the intimacy and satisfaction we desire with our intimate partners, children, parents, friends, family, and colleagues.

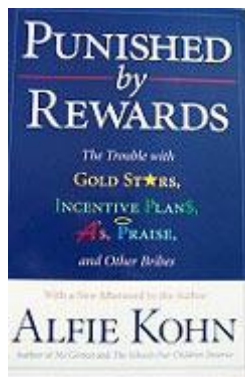
Hostage at the Table

By George Kohlrieser

Conflict is a part of our everyday human behavior that stems from a basic fight-or-flight instinct. Too often, however, we believe that conflict is something that must be avoided at all costs; this tendency to suppress conflict can spark a cascade of negative emotions that eventually derail managers, leaders, and organizations.



George Kohlrieser is an international leadership professor, consultant, and veteran hostage negotiator. He explains that it is only by openly facing conflict that we can truly progress through the most difficult business challenges. In this provocative book, he reveals how the proven techniques and psychological insights used in hostage negotiation can be applied successfully to any personal or business relationship. Step by step, he outlines the seven key factors that anyone can use to remove the blocks that stand in the way of resolving tough problems, and he shows how business leaders in particular can develop and access the skills they need to create trust and a positive mind-set in their companies.



Punished by Rewards

By Alfie Kohn

In this groundbreaking book, Alfie Kohn shows that while manipulating people with incentives seems to work in the short run, it is a strategy that ultimately fails and even does lasting harm. Our workplaces and classrooms will continue to decline, he argues, until we begin to question our reliance on a theory of motivation derived from laboratory animals.

Drawing from hundreds of studies, Kohn demonstrates that people actually do inferior work when they are enticed with money, grades, or other incentives. Programs that use rewards to change people's behavior are similarly ineffective over the long run. Promising goodies to children for good behavior can never produce anything more than temporary obedience. In fact, the more we use artificial inducements to motivate people, the more they lose interest in what we're bribing them to do. Rewards turn play into work, and work into drudgery.

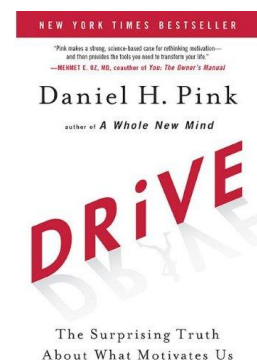
Rewards and punishments are just two sides of the same coin -- and the coin doesn't buy very much. What is needed, Kohn explains, is an alternative to both ways of controlling people. The final chapters offer a practical set of strategies for parents, teachers, and managers that move beyond the use of carrots or sticks.

Seasoned with humor and familiar examples, *Punished by Rewards* presents an argument that is unsettling to hear but impossible to dismiss.

Drive

By Daniel Pink

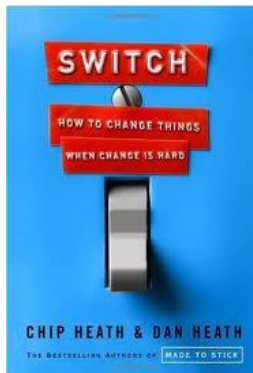
According to Pink (*A Whole New Mind*), everything we think we know about what motivates us is wrong. He pits the latest scientific discoveries about the mind against the outmoded wisdom that claims people can only be motivated by the hope of gain and the fear of loss. Pink cites a dizzying number of studies revealing that carrot and stick can actually significantly reduce the ability of workers to produce creative solutions to problems. What motivates us once our basic survival needs are met is the ability to grow and develop, to realize our fullest potential. Case studies of Google's 20 percent time (in which employees work on projects of their choosing one full day each week) and Best Buy's Results Only Work Environment (in which employees can work whenever and however they choose—as long as they meet specific goals) demonstrate growing endorsement for this approach. A series of appendixes include further reading and tips on applying this method to businesses, fitness and child-rearing. Drawing on research in psychology, economics and sociology, Pink's



analysis—and new model—of motivation offers tremendous insight into our deepest nature. (Jan.)

Switch: How to Change Things When Change Is Hard

By Chip Heath and Dan Heath



From Publishers Weekly

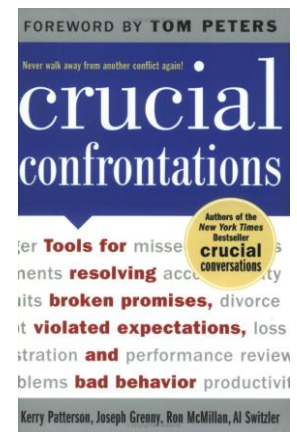
The Heath brothers (coauthors of *Made to Stick*) address motivating employees, family members, and ourselves in their analysis of why we too often fear change. Change is not inherently frightening, but our ability to alter our habits can be complicated by the disjunction between our rational and irrational minds: the self that wants to be swimsuit-season ready and the self that acquiesces to another slice of cake anyway. The trick is to find the balance between our powerful drives and our reason. The authors' lessons are backed up by anecdotes that deal with such things as new methods used to reform abusive parents, the revitalization of a dying South Dakota town, and the rebranding of megastore Target. Through these lively examples, the Heaths speak energetically and encouragingly on how to modify our behaviors and businesses. This clever discussion is an entertaining and educational must-read for executives and for ordinary citizens looking to get out of a rut. (Mar.)

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Crucial Confrontations

By Kelly Patterson, Joseph Grenny, Ron McMillan, Al Switicher

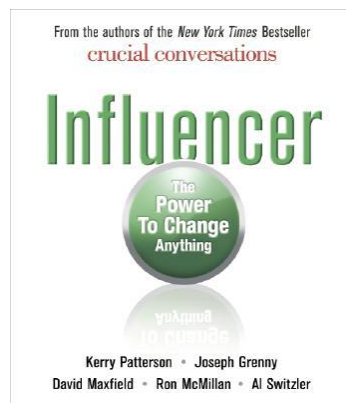
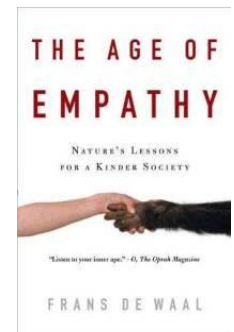
The authors of the New York Times bestseller *Crucial Conversations* show you how to achieve personal, team, and organizational success by healing broken promises, resolving violated expectations, and influencing bad behavior. Discover skills to resolve touchy, controversial, and complex issues at work and at home—now available in this follow-up to the internationally popular *Crucial Conversations*. Behind the problems that routinely plague organizations and families, you'll find individuals who are either unwilling or unable to deal with failed promises. Others have broken rules, missed deadlines, failed to live up to commitments, or just plain behaved badly—and nobody steps up to the issue. Or they do, but do a lousy job and create a whole new set of problems. Accountability suffers and new problems spring up. New research demonstrates that these disappointments aren't just irritating; they're costly—sapping organizational performance by twenty to fifty percent and accounting for up to ninety percent of divorces. *Crucial Confrontations* teaches skills drawn from 10,000 hours of real-life observations to increase confidence in facing issues like: An employee speaks to you in an insulting tone that crosses the line between sarcasm and insubordination. Now what? Your boss just committed you to a deadline you know you can't meet—and not-so-subtly hinted he doesn't want to hear complaints about it. Your son walks through the door sporting colorful new body art that raises your blood pressure by forty points. Speak now, pay later. An accountant wonders how to step up to a client who is violating the law. Can you spell unemployment? Family members fret over how to tell granddad that he should no longer drive his car. This is going to get ugly. A nurse worries about what to say to an abusive physician. She quickly remembers "how things work around here" and decides not to say anything. Everyone knows how to run for cover, or if adequately provoked, step up to these confrontations in a way that causes a real ruckus. That we have down pat. *Crucial Confrontations* teaches you how to deal with violated expectations in a way that solves the problem at hand, and doesn't harm the relationship—and in fact, even strengthens it. *Crucial Confrontations* borrows from twenty years of research involving two groups. More than 25,000 people helped the authors identify those who were most influential during crucial confrontations. They spent 10,000 hours watching these people, documented what they saw, and then trained and tested with more than 300,000 people. Second, they measured the impact of crucial confrontations improvements on organizational and team performance—the results were immediate and sustainable: twenty to fifty percent improvements in measurable performance.



The Age of Empathy: Nature's Lessons for a Kinder Society by Frans De Waal

Are we our brothers' keepers? Do we have an instinct for compassion? Or are we, as is often assumed, only on earth to serve our own survival and interests? In this thought-provoking book, the acclaimed author of *Our Inner Ape* examines how empathy comes naturally to a great variety of animals, including humans. By studying social behaviors in animals, such as bonding, the herd instinct, the forming of trusting alliances, expressions of consolation, and conflict resolution, Frans de Waal demonstrates that animals—and humans—are "preprogrammed to reach out." He has found that chimpanzees care for mates that are wounded by leopards, elephants offer "reassuring rumbles" to youngsters in distress, and dolphins support sick

companions near the water's surface to prevent them from drowning. From day one humans have innate sensitivities to faces, bodies, and voices; we've been designed to feel for one another. De Waal's theory runs counter to the assumption that humans are inherently selfish, which can be seen in the fields of politics, law, and finance, and which seems to be evidenced by the current greed-driven stock market collapse. But he cites the public's outrage at the U.S. government's lack of empathy in the wake of Hurricane Katrina as a significant shift in perspective—one that helped Barack Obama become elected and ushered in what may well become an Age of Empathy. Through a better understanding of empathy's survival value in evolution, de Waal suggests, we can work together toward a more just society based on a more generous and accurate view of human nature. Written in layman's prose with a wealth of anecdotes, wry humor, and incisive intelligence, *The Age of Empathy* is essential reading for our embattled times.

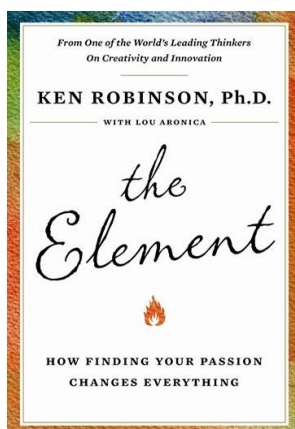


Influencer: How to Change Anything by Kelly Patterson, Joseph Grenny, David Maxfield, Ron McMillan, Al Switzler

Whether you're a CEO, a parent, or merely a person who wants to make a difference, you probably wish you had more influence with the people in your life. But most of us stop trying to make change happen because we believe it is too difficult, if not impossible. We develop complicated coping strategies when we should be learning the tools and techniques of the world's most influential people. But this is about to change. From the bestselling authors who taught the world how to have *Crucial Conversations* comes *Influencer*, a thought-provoking book that combines the remarkable insights of behavioral scientists and business leaders with the astonishing stories of high-powered influencers from all walks of life. You'll be taught each and every step of the influence process—including robust strategies for making change inevitable in your personal life, your business, and your

world. You'll learn how to: identify a handful of high-leverage behaviors that lead to rapid and profound change, apply strategies for changing both thoughts and actions, and marshal six sources of influence to make change inevitable. *Influencer* takes you on a fascinating journey from San Francisco to Thailand where you'll see how seemingly “insignificant” people are making incredibly significant improvements in solving problems others would think impossible. You'll learn how savvy folks make change not only achievable and sustainable, but inevitable. You'll discover why some managers have increased productivity repeatedly and significantly—while others have failed miserably. No matter who you are, or what you do, you'll never learn a more valuable or important set of principles and skills. Once you tap into the power of influence, you can reach out and help others work smarter, grow faster, live, look, and feel better, even save lives. The sky is the limit...for an Influencer.

Sir Ken Robinson: The Element: How Finding Your Passion Changes Everything



The element is the point at which natural talent meets personal passion. When people arrive at the element, they feel most themselves and most inspired and achieve at their highest levels. *The Element* draws on the stories of a wide range of people, from ex-Beatle Paul McCartney to Matt Groening, creator of *The Simpsons*; from Meg Ryan to Gillian Lynne, who choreographed the Broadway productions of *Cats* and *The Phantom of the Opera*; and from writer Arianna Huffington to renowned physicist Richard Feynman and others, including business leaders and athletes. It explores the components of this new paradigm: The diversity of intelligence, the power of imagination and creativity, and the importance of commitment to our own capabilities.

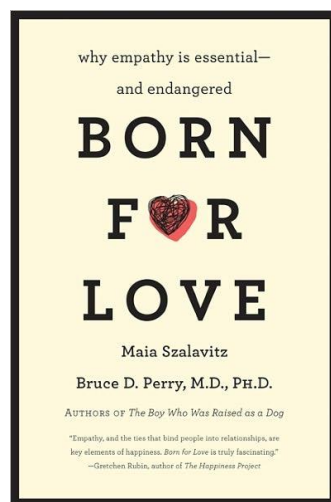
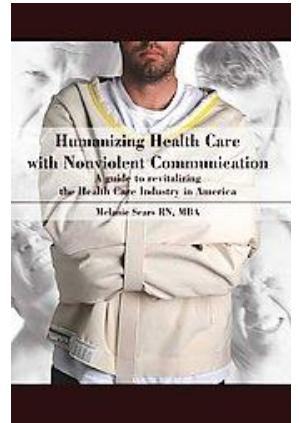
With a wry sense of humor, Ken Robinson looks at the conditions that enable us to find ourselves in the element and those that stifle that possibility. He shows that age and occupation are no barrier, and that once we have found our path we can help others to do so as well. The

Element shows the vital need to enhance creativity and innovation by thinking differently about human resources and imagination. It is also an essential strategy for transforming education, business, and communities to meet the challenges of living and succeeding in the twenty-first century.

Humanizing Health Care with Nonviolent Communication: A guide to revitalizing the Health Care Industry in America by Melanie Sears RN MBA

Melanie Sears shares her insights as a nurse and a certified instructor of Nonviolent Communications as she gives a glimpse of what it's like to work in a psychiatric hospital. There she experienced first-hand the pain and suffering of both patients and staff struggling within a system that makes compassionate care difficult to deliver. She also experienced the healing that's possible when Nonviolent Communication is brought within a hospital's walls. With real examples, Sears takes you on a journey that will enlighten and inspire you. If you've ever wondered why there is a nursing shortage, the secret is out. This is a must read for hospital administrators, health care workers and anyone who has been or will be a patient in a health care setting.

Melanie Sears is a Registered Nurse with 27 years experience working within the health care industry. She's also an instructor in Nonviolent Communications certified by Marshall Rosenberg's Center for Nonviolent Communications and has been actively involved with the Puget Sound Network for Compassionate Communications since 1993.

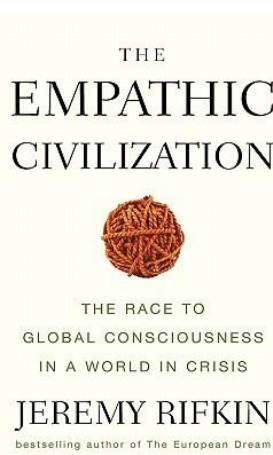


Born to Love: Why Empathy is Essential and Endangered by Bruce D. Perry and Maia Szalavitz

An inside look at the power of empathy: *Born for Love* is an unprecedented exploration of how and why the brain learns to bond with others—and a stirring call to protect our children from new threats to their capacity to love. From birth, when babies' fingers instinctively cling to those of adults, their bodies and brains seek an intimate connection, a bond made possible by *empathy*—the ability to love and to share the feelings of others. In this provocative book, renowned child psychiatrist Bruce D. Perry and award-winning science journalist Maia Szalavitz interweave research and stories from Perry's practice with cutting-edge scientific studies and historical examples to explain how empathy develops, why it is essential for our development into healthy adults, and how it is threatened in the modern world. Perry and Szalavitz show that compassion underlies the qualities that make society work—trust, altruism, collaboration, love, charity—and how difficulties related to empathy are key factors in social problems such as war, crime, racism, and mental illness. Even physical health, from infectious diseases to heart attacks, is deeply affected by our human connections to one another. As *Born for Love* reveals, recent changes in technology, child-rearing practices, education, and lifestyles are starting to rob children of necessary human

contact and deep relationships—the essential foundation for empathy and a caring, healthy society. Sounding an important warning bell, *Born for Love* offers practical ideas for combating the negative influences of modern life and fostering positive social change to benefit us all.

The Empathetic Civilization: The Race to Global Consciousness in a World in Crisis by Jeremy Rifkin



Never has the world seemed so completely united—in the form of communication, commerce, and culture—and so savagely torn apart—in the form of war, financial meltdown, global warming, and even the migration of diseases. No matter how much we put our minds to the task of meeting the challenges of a rapidly globalizing world, the human race seems to continually come up short, unable to muster the collective mental resources to truly "think globally and act locally." In his most ambitious book to date, bestselling social critic Jeremy Rifkin shows that this disconnect between our vision for the world and our ability to realize that vision lies in the current state of human consciousness. The very way our brains are structured disposes us to a way of feeling, thinking, and acting in the world that is no longer entirely relevant to the new environments we have created for ourselves. The human-made environment is rapidly morphing into a global space, yet our existing modes of consciousness are structured for earlier eras of history, which are just as quickly fading away. Humanity, Rifkin argues, finds itself on the cusp of its greatest experiment to date: refashioning human consciousness so that human beings can mutually live and flourish in the new globalizing society.

In essence, this shift in consciousness is based upon reaching out to others. But to resist this change in human relations and modes of thinking, Rifkin contends, would spell ineptness and disaster in facing the new

challenges around us. As the forces of globalization accelerate, deepen, and become ever more complex, the older faith-based and rational forms of consciousness are likely to become stressed, and even dangerous, as they attempt to navigate a world increasingly beyond their reach and control. Indeed, the emergence of this empathetic consciousness has implications for the future that will likely be as profound and far-reaching as when Enlightenment philosophers upended faith-based consciousness with the canon of reason.

Peaceable Revolution Through Education by Catherin Cadden

For eleven years, educator Catherine Cadden ran the bold experiment called TEMBA, a K-8 academic school based on the tenets of nonviolence and founded on the conviction that children who have the opportunity to practice peace in the classroom wouldn't just survive school - they'd thrive. Packed with real-world examples from the TEMBA classroom and the author's twenty-two years of "front-line" experience in classrooms on five continents, *Peaceable Revolution Through Education* offers practical everyday guidance for creating peace in today's learning environments. From tantrums to cellphones to total chaos, Cadden shows us the human beings behind the behaviors, and demonstrates what's possible when the opportunity is taken to build connection. This book dives to the root of the issues, offering insightful looks at the underlying causes of learner struggle, apathy, and rebellion, and dispelling common myths about children and the nature of learning. From a public high school in South San Francisco to a Waldorf elementary school in South Africa; from a U.N. guarded "classroom" in Kabul, Afghanistan to a Montessori kindergarden in Kansas City, Kansas, ultimately, the author's journey is a reminder that no matter where we come from and no matter where we're going, we are human beings and we love to learn.

