

CONTENTS

| | |
|--|-----|
| Dedication | ix |
| Acknowledgments | xi |
| Foreword | xv |
| PART I: Understanding Empathy and Needs-Based Awareness | |
| One: Introducing the Third Dimension and Integrated Clarity® | 3 |
| Two: Capitalizing on the Human Element | 21 |
| Three: Basic Principles of Nonviolent Communication | 41 |
| Four: Applying Needs-Based Awareness to the Workplace | 85 |
| PART II: Making Empathy Actionable | |
| Five: How to Increase Self-Productivity | 131 |
| Six: How to Increase Interpersonal Productivity | 143 |
| Seven: How to Increase Team or Organizational Productivity | 171 |
| Eight: Needs-Based Decision-Making Tools | 187 |
| PART III: Transforming Our Workplaces | |
| Nine: Healing Workplace Anger, Guilt, Fear, and Shame | 199 |
| Ten: Connecting With People Who Stretch Our Skills | 211 |
| Eleven: Implications for the Future of Workplaces | 221 |
| Appendices | |
| Feelings Inventory for the Workplace | 229 |
| Needs Inventory for the Workplace | 230 |
| The Four Steps of the Integrated Clarity® Framework | 231 |
| Integrated Clarity® Six Universal Organizational Needs | 232 |
| 10 Minutes to Clarity® Organizational Needs Assessment | 233 |

| | |
|---|-----|
| Notes | 237 |
| Bibliography | 243 |
| Resources | 247 |
| Contributors to This Book | 249 |
| Index | 253 |
| About Nonviolent Communication | 263 |
| About PuddleDancer Press | 264 |
| About the Center for Nonviolent Communication | 265 |
| Trade Books From PuddleDancer Press | 266 |
| Trade Booklets From PuddleDancer Press | 267 |
| About the Author | 269 |