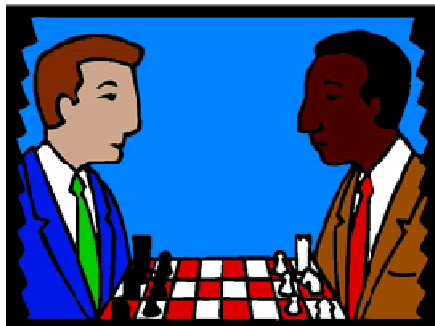


# Everyone Wants to Get Gotten!

*Communicating to each other as if it really mattered!*



**Stop the strategies! Make a deal to be real!**  
**Let No Fault Communication<sup>TM</sup> teach you how.**



***"Bringing the humane back to human interactions."***

*Presented by*

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## **Hello and Welcome,**

Everything that occurs in a No-fault communication session is defined in this primer. These pages are laid out in order of cohesion though not necessarily importance. By this I mean that each piece builds upon the last to some degree. Because this is a workbook and not a book, it will not read as easily. For this I apologize in advance.

The best way to use this material is to practice the Mirroring techniques, which involve both ways of phrasing questions and making responsible statements. To help establish a context for Mirroring, it is good to read and thoroughly contemplate our Philosophic pieces listed in this book: the No-Fault Communication Principles, the Trigger Point or "X" Model, Naming and Tracking Emotions, and phrasing everything in 1<sup>st</sup> Person Singular. In each of these you will undoubtedly recognize concepts that are general to most New Age or modern psychological realms; however, read very carefully! Some of what I am proposing goes far beyond what you've heard before. The wording is specific and meant to be so. Take one principle each day and one emotion each day work with them.

Our main objective is not to create a communication method out of thin air, but rather to peel away the layers of human interaction and reveal the bare bones natural sequences of communication in Nature: that being the transmission of Energy. Energy transfer happens when we flow emotion which is *energy-in-motion!* The motivation to communicate is our intention to connect with other human beings and share our humanity. Since humanity is suffering greatly at this point in history, (like every point in history) the need for emotional "catharsis" "release" or what I call "discharge" is both necessary and vital for our healing. Hence, you will notice that what much of this method is focused on is the actual verbal and physical expression of emotion to get it out of the body. By the way, the most powerful tool we use is your body. Your body is equipped with what you might call a pressure meter that tells you the intensity of your own emotion. While at the same time, your meter has the dual function of acting like a "Geiger counter" when people are radiating intense emotion around you. Learn to develop it by using the sensing, looking, listening, exercise in your workbook.

The body knows it's own truth no matter what the mind or society tells it. But don't be misled, the body names its truth with emotions and sensation, not with thoughts like "you

hurt me" but rather with feelings like "fear." Understand, your mind can make many meanings about the same event. That is why we say, "all truths are true."

The premise here is simple, to be human is to emote and feel - whether you felt safe enough to openly risk authentically *expressing* that emotion is another matter. In my opinion, all mental and physical illness can be associated with some emotion in *storage* from the past. Thus, one main premise I hold is that *your* "system," as defined in this book, is constantly wanting you to discharge emotion for its health and well being. For the more that a person is able to release emotion from previous or stored events, the greater the vitality (energy) is available to live and enjoy life. It is the mind that copes by creating survival strategies. It is the mind that can bury you in rationalization. It is also the mind that can help you create new possible meanings and interpretations that can free you. But the mind can only install these new operating beliefs when the anchor of old beliefs is removed. That anchor is past emotion in storage.

The function of this work and the methods of Mirroring and Self Mirroring are designed to identify a source event where an intense emotional charge was stored but never was safely released. This is accomplished by naming the emotion, matching it to the thought or belief attendant to that emotion, understanding what survival strategies you implemented from those emotions and beliefs and using those to travel back to the source event and completing the discharge from that moment in time. When this occurs we call this event "popping a context." The process of releasing emotion is called emptying. And when the body reacts with a huge change in emotional intensity up or down, we call that phenomenon, "getting gotten."

Lastly, most of us are afraid of emotion, but even more so we have been *shamed* openly or subtly for having emotion. Many of us have developed incredibly sophisticated and insidious ways to shame ourselves in the presence of emotion and came to view expressing emotion as "oh no, not again." The only way that this work can sustain long run benefit is when you begin to discharge, you hold it in a new light, "thank God, here it comes up for healing." Because in the final analysis, as you release the anchors of the past your return to awe inspired mind of a child when the context of experience was, "wow this is neat, I'm really living life."

# **The No Fault Communication™ Session!**

The sessions are formally 2-hours in length. Time to dig down! Sessions actually conclude organically, when the client(s) is at a *natural stopping point*, which means they have come to a level of understanding and will ponder or take action outside the session. In some cases, this will mean that the session concludes before 2 hours, other times it will go more than 2 hours. How this is handled is a direct agreement made between facilitator and client. The usual session price is \$150 - \$250 for the 2 hours but may vary by agreement.

## **NFC helps you find what makes Life Work...Energy!**

Life itself is not difficult! Living it often is! Life can be reduced to one concept: ENERGY. There are many forms of energy: love, food, money, joy, hate, respect, creativity, technology, freedom, physical strength, assets, etc. Most of us have great difficulty in two areas: how to recognize healthy energy for us and how to assess the cost of acquiring energy. One key component that helps with both processes is the responsible expression of your personal truth and the authentic emotions that drive them. No Fault Communication (NFC) is a prescription for reclaiming and generating the Vitality that heals relationships, frees creativity, expands productivity and creating the successful realization of goals.

## **NFC skills and concepts that you will encounter:**

- **Juice Meter:** How to track your situational emotional intensity (Scale of 1 – 10).
- **NFC Precepts:** A set of 15 assumptions we utilize to frame human interactions.
- **Germane Communication** - Making factual, timely, succinct, and germane communication to those that need to know something. Telling "your truth" and listening to "their truth" are the most important elements of complete communication.
- **Mirroring:** A method of structured speaking, effective questioning and *Meta* listening.
- **Use 1<sup>st</sup> Person:** You are 100% responsible for your statements. Say "I" not "you".
- **Trigger Point Model:** A theoretical model of how an incident *X event* can become bundled into a *context*. Some repeat throughout a life time. Begin to use the X-Model to discover and track the course of a context and how it affects one's relationships and life. It can facilitate resolving blocks to productivity or connection with others.
- **Unbundle Feelings and Name the Emotion:** Separate a communication into its component parts. Thought Emotion, Sensation, Intensity, Strategy, Belief or Presumption, and Positive Intent **and then communicate them all.**
- **Primary Communication Style:** *Dynamo, Relator, Inquisitor, Reserved*

## **Preparation: Before you come to the session.**

### **What is the goal that you want to achieve?**

E.g. Learn how resolve impasses.

Get one party talking when they go silent.

Overcome a habit or phobia.

Get to the bottom of a long held belief or prejudice.

### **Determine your attitudes coming into the session?**

- 1) Do I hold this person my ally or my adversary? (Take a deep look at this one!)
- 2) Do I want to preserve the relationship?
- 3) Is it important for me to be right about the issue or make sure my position wins?
- 4) Am I at a place where I want to change the relationship, and am afraid to take risk?
- 5) I feel hopelessness that I will get more of the same! Allow for the possibility of a breakthrough?

### **Be clear as possible about your issues toward the other and toward Self.**

“We want to clear up an impasse over who controls the money?” Or “Why do we fight after having a good day together?” Or “I want to know why I am stuck around letting the other person be X or do X when it is none of my business? Or, when I think that I have control over them?”

### **“I” work? Or “We” work? Where does the source of our dispute originate?**

Every human struggles with *issues!* Yet, the source of conflict between two people can (on frequent occasions) actually be traced to one person. While one party is attempting to clarify something internally, it can cause disagreement with another. This situation is what we might refer to as I work. Which means simply, that an issue brought to the relationship may only be reconcilable when the individual makes a decision about it first and within!

However, just because one party has emerging tendencies or differing viewpoints does not automatically mean that an issue is a one-sided disruption. In general, we work results when each person has reasonable positions and believes that the other is not hearing, let alone agreeing with the other’s point of view. To have success in *we work*, both parties must find a middle ground or common solution. In fact, solutions can only result when people work together to build it. This might mean confronting places where one party has stored emotional upset either with the other party or at the situation.

***It is noteworthy to mention here, that it is possible for both parties to need individual “I” work at the same time!*** However, it takes a willing and responsible person

to come to terms with an issue that is their own. Blaming another person for their issue is common but in no way useful for the health of a relationship. Being on the “right side of the issue” might in some factual ways be true, but stubborn self-righteousness is not ever true. *Indeed, the NFC approach often uncovers causes far more significant and fundamental to that anything that the parties themselves might have identified.*

### **The difference between hearing and listening?**

Hearing means you take in sound. It is the physical capability of interpreting noise from meaningful tone. This is accomplished through use of the ears.

Listening is a more multi-dimensional skill that involves several more aspects of the Self, and all of the five senses. Particularly, listening includes paying attention to secondary and tertiary cues taken for granted by most people. Tone of voice, rate or pace of words, volume (some very loud, some very soft), the ability of the speaker to complete a thought without jumping to a new one, and loss of access to words can occur because the intensity of the expression causes a person to experience confusion or overwhelm. Viewing facial ticks, where a person stares, at you or away from you, how they hold their body are some more visual aspects of listening. Then on the subtlest level notice if someone’s words cause you to have a physical sensation? (i.e. bring tears to your eyes, make your chest or belly tight, suddenly raise your nervous energy, etc.) Your ability and willingness to note these effects and do the mental calculation before jumping into your own emotional outburst is what we call Meta listening.

In an NFC session, you are going to be coached in the process of expanding your patience and neutrality as to reach a greater capacity for meta-listening. However, we are not presuming anyone to be super human! We are hoping that if you really want to have more peace and directedness in your life, you have come to an NFC session to learn meta-listening! This tool teaches you to listen more of what the other person has to say, stripping it of your interpretation of what they mean. Yet, primary for the efficient dissemination and digestion of a communication is to recognize when you as listener or the speaker is emotionally FULL!

When a person is *full*, no new information can pass into their comprehension. This effect is the same when a damn is at its apex and it is spilling over the levy. Any new words merely spill over at that point. It will be here that you will be instructed to trade roles.

## Using First Person Singular = I, Me, My, Myself Statements

You will be encouraged to use “I” statements exclusively unless asking about the other person directly. The **I AM** Self is acknowledged and activated when one makes statements using the first person pronoun. The Soloverse™ is your own Universe within. No one but you occupies it. There is growing research that suggests the area of the brain that reacts when “I” is spoken is closer to the action centers. Hearing yourself say “I” identifies you to your own brain and calls you to attention. Most of us really lack equal inner attention.

We are all guilty of sloppy American English. Using 3<sup>rd</sup> person *you* may sound inclusive, but to the brain and to our psyche it is a subtle but effective way of *dissociating from a statement* really meant about the Self. Many will be amazed at the reactions their bodies produce when your own words make a statement using a first person case pronoun.

- I SEE
- I HEAR
- MY EMOTION IS/ ARE...\_\_\_\_\_?
- I FEEL (My body senses)
- I BELIEVE
- I THINK or Thought
- I JUDGE (has an emotional charge – either positive or negative but we react to the negatives.)
- I DISCERN (has no charge – light blue vs. dark blue contrast – I love light blue and hate dark blue.)
- I CONCLUDE or I DEDUCE
- I EXPERIENCE (describe the external and the resulting conclusions that are formed internally)
- MY Intuition is...
- I was taught
- My parents modeled for me.
- My religion believes or holds \_\_\_\_\_ is some thing or some way.
- I DO .... This thing because it makes me feel \_\_\_\_\_?
- I DO .... This strategy because I learned it as a defense against\_\_\_\_\_?
- **My Positive Intent for doing *this strategy* is \_\_\_\_\_**

## **How to be during the session.**

### **Be in your heart. Even if angry!**

While doing the No-Fault Communication coaching session, it is helpful to actually *suspend belief* in everything you ever thought “right” and *focus instead on the type, intensity and influence of your emotional states*. If you are able to do this one thing, all other skills follow! We do not fear anger. Our one rule is you may express it, but not attack with it.

The fundamental approach to this work is to first track the emotional intensity surrounding an issue (the juice) and then to understand when the triggers occur (minds meaning) exists for you, what the habitual response is (the strategy); and finally see if we can trace it back to an event and or belief that stemmed from it (the context). Keeping this premise in mind will alert to this fact: the objective of both the session and the facilitator IS NOT to make one of you or your positions right, but rather to continually reveal deeper layers of belief that each party has built. As this occurs, the real roots of a conflict can be revealed.

### **Follow your emotions but stop labeling them feelings!**

The key distinction here is this: Express your emotions, verbally! Not violently! It is the worst interpretation of this work to presume that expressing emotion is the same as “acting out.” You will note that we go to great lengths to begin to differentiate the word “feeling” into several distinct parts: emotion, thought, sensation, intuition, conclusion, belief, and strategy.

### **Establish Safety and give Permission**

To creating safety is to act in a way that demonstrates non-reactiveness which means no violence, intimidation, and verbal outbreaks are kept at a minimum and not directed at the other person. By example! Internally, you are actually allowing yourself not to be afraid of what is said. Both parties are 100% responsible for creating safety! Safety shows itself as a state of committed clarity and focus whereby one is willing to own their reactions to what is said less important than the continued determination to listen. This intention and the corresponding actions of being attentive, performed with genuine attempts to listen to what one party has to convey, instead of hearing triggers that activate your defenses, inspires permission and the courage to speak.

Both you and the other person will progressively move another step further toward investigating the places where each person’s truths coincide and where they differ. It is a

condition of non-threat or reprisal, creating safety for others results from an ongoing agreement in policy, behavior, and **willingness to hold communication in a neutral or “META” state when there is venting going on.** Being in the META state does not translate into *doing it perfectly*. It simply means that you pay attention to when you stop taking in what the person is saying and begin noticing that your own need to defend or attack is on high and kicks in. At that point, simply say, “I’M FULL.” At that point we switch.

Unlike the concept of security where one is defended against attack, safety can open us to the willingness to state our truth even when we ourselves deem it fearful or distasteful. Safety does not mean you agree with what the other person is saying, nor do you have to *validate it*. Rather, listening from the NFC viewpoint that *“this is a person who really wants to be heard”* and then merely witness them, demonstrates permission by example. It is then more likely that the other will tell what is going on inside them. This type of interaction is the epitome of trust building between two people!

### **What is the Role of the Facilitator? How the session will proceed.**

The Facilitator does NOT take sides! If one or both parties need to be validated, you are likely to be asked further questions about why you need to right? If the Facilitator goes to content, ceases Mirroring and answers a question directly, you might not like the position or point of view you get. So know that the facilitator is the advocate of the NFC process!

Primarily, **you are going to be coached in the art and science of Mirroring.** There can be any number of client participants in an NFC session, but generally it is an individual working on an issue or it is a couple. On occasion, a family or work group of some kind will come in an effort to overcome and impasse. Regardless of the number, each of the parties takes turns reporting and the other listening. When the emotional intensity becomes higher in the listener than the speaker, then the two switch roles. When it is a single client, of course the Mirroring is done by the Facilitator. The Facilitator will take a turn Mirroring when both parties seem stuck or to demonstrate the refined subtleties of the method.

On occasion, you will be asked to role play at the direction of the facilitator. In these instances, there are several courses of action that might occur, a) he/she will coach you to say some specific words or phrase to the other person; b) you might be asked to hold your body in a certain posture or gesture; c) the facilitator will take the place of the partner and role play an instance with you. Other times, you will be asked to re-enact a situation and have both the facilitator and the other session member(s) play parts. While, you are always in the controlling position and no one can make you participate, your progress is at stake!

The facilitator will not touch you in any way unless you have given permission to do so. At that time, there will be no overt or covert sexual expression by any party. Sometimes, holding a person (a hug or a reassuring embrace) can distract the person about to make discovery from attending to the inner cues from which the deeper signals are transmitted. A person may request the Facilitator of partner to hold them, but that is initiated by the one who desires it. We suggest paying attention to body language, especially your own sensations.<sup>1</sup>

## **Rules for the Session**

In the extreme, there is no permission for violence or physical abuse in anyway! You are still a conscious adult and are expected to act accordingly. Other forms of safer release might be introduced like pillows, or stomping feet, for instance. But if you insist in acting out in a way that the facilitator deems unsafe, you will be asked to leave if you persist.

All communications made between the parties to each other or with the Facilitator are considered *privileged information* and held in confidence within the session. ONLY when something overtly illegal involving the physical safety of another person is threatened will the Facilitator act to contact the authorities for the protection of that party.

You may, at your discretion discuss the session information with anyone you desire.

Since the NFC is not a psychotherapeutic method, no diagnosis is rendered! This also indicates that Facilitators are not practicing any form of counseling other than spiritual.

## **Setting the Context for your Work with NFC.**

Like it or not, admit it or not: emotions drive everything! Emotion is the life force that makes us feel alive! Pleasure and pain are complementary twins that cause us to know the wide expanse of all that is human. Without the contrast of one with the other, there would be no preference, knowledge, motivation, inspiration nor purpose. We would be mere catalogs of various data sets all devoid of the depth, color, flavor, and texture. Emotion is the electro magnetic *juice* of an experience matched with a meaning, strategy, historic conclusion and even positive happens to be matched with an experience, relationship, or belief. Emotion is the focal point of our work, particularly the painful ones because so many people have learned to distance themselves from it. And as a result, build it into a waiting monster.

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<sup>1</sup> The Mind-Body Connection often reveals significant connections between unexpressed emotion or belief and sensation.  
Written by Stephen J Cocconi for private distribution to his clients or those of Holly Coleman. Page 10

### **3 Strategies to Cope with Emotion**

- **Express them:** Fully naming the Juice, the intensity, the dialog or association, and allow yourself to feel them without self criticism or resistance. (Can take practice!)
- **Withhold them:** You know something but choose not to tell it out of fear or strategy.
- **Suppress/Deny them:** Trying to hide the emotion because it may not feel safe to express that emotion. This can lead to depression in the long run.

You are always at choice with what you choose to *tell your truth* about! This means that you have the right withhold anything that you wish in an NFC session. If that is what provides you safety. But in such instances, you will be directed back to the question...why come to a communications coaching session in the first place? I hold you as a powerful, conscious, and fully responsible adult. If you are hoping to be coaxed, tricked, or in some way expertly shown a new rationalization for something you have to say, this is no more than manipulation. And philosophically, it is exactly this desire to be told what to do which allows us as a species but certainly as a consuming culture to be willing to accept all the distortions that Madison Avenue advertising and political dogmas substitute as straight talk. We collude with it. In an NFC session, you are being invited and indeed expected to go beyond such games.

### **3 Attitudinal Choices toward Emotional Juice Discharge**

1. “Oh no, here we go again.”
2. “Ah the truth is finally out, what a relief.”
3. “Wow! This is really exciting!”

Emotions create! They are the passions that drive us to greatness; they are the hopelessness and powerlessness that causes us to stop *dead in our tracks* with apathy. And it is the anger which drives our determination to remove any barriers; or with a mere tweak to violence, wrought a path of destruction in our wake. Emotions expressed without responsibility can destroy. It is for this last statement, that most of us have adopted the attitude of perceived negative emotion as: “oh no, not again.” Articulated statements may vary but each version will embody the same sentiment: “this situation or emotions their in is to be avoided at best, defended for certain, and fought as a last resort.” These slogans we can think of as subtle queue containing the same meaning as fight or flight message when endangered.

Everyone has a version of the: *oh no, not again* statement. Theirs will reflect the person’s unique idiom of speech and culture and recollection of a phrase that captures the distain and desire to *avoid situation at all costs!* Because the world’s and our personal

annals are full of images and stories of pain and the suffering left in their wake from violent outbreaks; those recollections can produce the incentive for us to not only to avoid, but predict such events. For the survival of the organism, this represents a perfectly congruent and naturally logical strategy. Yet, it also can lead us to distort and confuse fear and pain, and therefore institute an unhealthy set of behaviors to carry out our perceived protection. Such is the foundation of addiction, ego defenses, over and under compensation. It is commonly believed that when people are happy that their world works better and looks brighter.

To a degree, we agree. But if we are afraid that life will not bring us positive experiences we view life fearfully and spend our time thinking of ways trying to avoid pain, rather than embrace it for the contrasting mirror which make pleasure and success more poignant. *We make things positive in a forced mindset rather than experience reality as it is.* In an effort to avoid pain and all its faces: sorrow, shame, fear, humiliation, failure, confrontation, loss, guilt, defeat, and many more English words which skillfully mask emotional content with desensitizing and sanitized ideas. Ideas which create a separation between our heart and head and what should be and what is, and therefore deals a death blow to our ability to trace our own reactions. Numbed and detached, many of us turn to our minds and substitute meaning for experience. We learn to think instead of feel. Judge rather than sense, create a world based on our limited interpretations and strategies geared to avoid or postpone half of all human experience. And as a result, some, and I believe many of us, live a life that is only half as rich as it could be. No wonder so many people acknowledge some degree of unfulfillment in their lives and relationships.

The central theme which we explore in this book is how emotion, those animal instincts and intuitions which originate with what we call Spirit or Essence of the human being, actually determine the logic bases for our reasoning. Hence, what our minds actually conclude and categorize are the unique distortions shaped from the intensity of our emotional response. The distortion happens when strong emotion, pleasurable or painful, is part of the equation of judgment. In other words, what we classically label reason is more closely aligned to the Freudian concept of “rationalization.” And it is this process of rationalization; unique to the history, predispositions or temperament, and experience of the individual we present the concept of **Emogic**<sup>2</sup>.

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<sup>2</sup> Classical logic is merely a mental organization of accepted beliefs and experiences which an individual has deemed relevant or truthful or factual. Therefore, faulty logic is not true or untrue simply because of ones emotional bias, but rather one fails to include some necessary elements into their unique equation. Judgment, the attribute equated with near curse word status, means a thought with a high and unrelenting emotional charge; pro or con. Discernment by contrast may have a desired preference to it, but not hatred of other alternatives of the same ilk or kind of thing.

## **What is communication about?**

Why do we bother to communicate? The simple answer is we begin the communication process because we want to satisfy a need. Needs arise because of something we crave. It could be as simple as a curiosity or wanting to share your day, deliver or request a key piece of information to which the answer is of great concern. Even when the need or desire is something seemingly simple it can seem very difficult for some folks to satisfy. They might not know the right words, or they think the other person might not know, or be willing to tell them, and then they dismiss the need from a place of giving up. When this happens in communication then becomes motivated by frustration or fear and other painful emotions. We strategize how to get others to give us what we need and feel safe doing so. We develop communication styles that help us implement our strategies. When we act, see, and perceive in accordance to our fears, we can attract people and situations that reflect what is happening with us internally. For some folks, in some areas of their lives a cycle of denied completion becomes a self-fulfilling prophecy.

What is happening? By that point, we may be so ready to expect defeat that we can initiate the very signals that influence others to treat us in the ways we claim to avoid. Think about trying to get a straight answer from a salesman! Why does this happen? It has to do with emotional noise in your system. We are conditioned to do most things repetitively and believe it or not the reinforcement of that situation becomes the expected outcome! Unless, we can find the system noises which are the old emotions and strategies that cause us stress, we will tend to repeat these behaviors quite unconsciously. The results within us are less peace of mind and perhaps stress related diseases.

Our contention is simple. We view that the Psyche, that overarching combined field of what we call the Human Energy System (HES), is always seeking to keep us healthy by attempting to relieving stress! Why, because the greatest health and well being may be and enjoyed when life is most at peace.

Every venue of our life is affected by our emotional states. There is only one ME/I. Our positive intention in any communication is to get what we need in order to relieve stress and thus arrive at peace and live a joyful life. When we get each other on our positive intentions for our own lives, let alone those people might hold for us, then all other blocks to communication fall away. We work together with greater harmony, success, and yes, love and respect for one another. From that place, people gravitate to jobs, relationships, and places to live that support that way of being. This is what we all want, but are afraid we won't get. What if life itself actually created situations that assisted us in "getting gotten?"

Analysis of ones communications does not require great Intelligence. Learning to view ones own inner map and how the geography of thoughts and emotions developed and shaped the terrain of your Psyche, does not simply require good judgment nor wisdom alone. Emotional literacy, which means knowing how to name the differences in feeling states is helpful but can be learned. What the key is to this process is ones ability to pay attention to ones whole reactions at a granular level. By that I mean to observe and then unbundle the mass of emotion, sensation, thoughts, beliefs, strategies and behaviors from one another. In doing this, it is possible to notice something remarkable...namely, that each piece could be swapped for another – each aspect is interchangeable with many other possibilities. Which indicates that any bundling that happens, we choose in part consciously or unconsciously. And unless we call into question the validity of our assumptions, or take in new evidence to be constantly updating those conclusions and beliefs, we will tend to have a familiar and unchanging set of mental filters because we did not modify our ideas with new assumptions.

This set of emotions, thoughts, sensations, etc. is what we will refer to as a *Context*, has interchangeable parts that are unique to that person. Once this unbundling occurs, one can begin to see that each component colors the rest. But like a chemistry problem, we are looking to take down individual components for the purpose of determining the unique effect of each input. Many people find amazement with this process of the NFC, not realizing the unique *bio-emotional bonding* that has occurred for them.

Emotions are *energy in motion* that sends us messages about the degree of our aliveness! Ironically, most of us are then holding the fear of pain, which is fearful and painful to do! What makes us unknowingly do such a thing? Because in an effort to avoid pain we often bury a need or an emotion that goes with an experience; then as a result, they rot inside us. Or, to borrow a line from author Kim Thurman, “feelings, buried alive never die.”

So why begin a communications course with talking about emotion, particularly pain? What we have stated above should lay the foundation and make it abundantly clear that we edit what we are going to say to someone. This includes:

- How do I deliver my message? (tone and volume of voice)
- Do I own the reason for what is said by me, or blame the other “making me”?
- Do I state things directly or indirectly? (reference many surrounding issues and hope that the other person infers from what is being said that if X and Y happen then Z will occur.) This method is popular in business and politics.

These decisions, many of them often unconscious, are based upon our idiosyncratic history. And recall NFC suggests that it is the geography of our psyche which was shaped by the forces of pain and pleasure is what is governing that internal decision process. Hence the idea of pain and pleasure can be part of the same historic decision and therefore inseparable from one another. And since many of our communications are charged with old emotion it can re-stimulate memories of time associated with it.

We have been taught to believe, and the rational mind might equate, that not *expressing* an emotion is the same as not *having* the emotion. Sadly, having been socialized to often to either forego expression of emotion, even joyful ones – deemed somehow “not appropriate”, the byproduct is a loss of emotional acuity. We lose the ability to stay in touch with and identify emotional states!

Many of us are afraid of some emotions and have been taught to be *ashamed* of openly showing others, unless they are deemed the “socially acceptable ones”. We learn strategies to repress or hide these emotions; and we then devote energy and attention to keeping them in check. Ironically, though counterintuitive, some people repress positive emotion just as readily as they repress negative emotion. Isn't a poker face highly revered in business? Never let 'em see you sweat? These are the kinds of messages men have learned.

Of the two genders, men particularly embody this tendency to believe that acting stoically is not *having* an emotion. This viewpoint and practice is the greatest sabotage to successful human interaction, and is the shroud that precludes all intimacy. By the time some man gets to have the mate he loves in his life, he is so focused on *doing* that he has lost much of his ability to simply relate.

There two most probable causes for a communication to escalate into conflict is misidentification and a lack of trusting the other person's motives. Women often conclude that a man *doing instead of relating* is guilty of not listening or have deliberately contrary motives. In both cases, this roadblock can be traced to a natural and positively intended aspect of the Ego's primary defense: I AM RIGHT! The simplest explanation for this is rooted in basic evolutionary dictates. The Ego is the protector of the Self! If it is wrong about an assumption, it might get the host killed! Many emotions already reduce to fear, in the extreme of which is terror; the Ego will evaluate everything that another person is saying with an “I'm right, you're wrong” perspective. Because to do anything else, the Ego would run the risk of failing to keep the person “alive” (either physically, but more often psychologically or socially) as deemed by the Ego itself.

For a man, a familiar admonition that completely shuts down communication is to accuse another person of “wallowing” in pain. The thought behind it is that action is either self-indulgent or self-destructive. Imposing this attitude onto someone having emotions that are pain based is to conclude that somehow they are less than you for expressing their emotions. Yet, both terms are loaded with harsh, unforgiving and uncompassionate derision and judgment. They are useless in the building of any communication bridge between oneself and another person. But moreover, the underlying and systemic status that seems the most powerful “I’m right” places the Ego knows is called *better than*.

**If you are really interested in getting to the bottom of something ask:**

- a. What emotion comes up with this issue?
- b. Does this situation remind me of other places in my life?
- c. Have I done everything that I can to resolve this situation?
- d. Does the person remind me of someone previously known to me?
- e. Is there something in my reaction that serves or protects or is otherwise familiar to me?
- f. How does what I am doing with this person invite the response I am dreading?

**The Role of Lies and Lying**

Lying is a strategy. A communication tactic to gain the advantage of keeping something secret or defending a place within the party telling the lie. A lie actually has the positive intention for the one lying, that they need to be protected or are OK in some deep way. Some lies are deliberate and meant to deceive. Other lies are actually believed by the speaker. Commonly these have unconscious motives and bare no malice toward another.

Sometimes, people come to an NFC session to own up to a lie or deception they have perpetrated. In such an instance, it is likely that the reaction of the receiving party could be severe. In such circumstances, the party owning the lie will be expected to witness (mirror) the reactions of the other person. When the receiver has had sufficient time to react the lying party with then be able to further proceed. *Getting the positive intent is our goal!*

Research indicates, in fact, that the more intelligent a species, the more likely it will use deception to further its survival aims. Indeed, “fake it till you make it” is a constructive form of self deception designed to help and individual create a new habit or mental pattern.

## When and why do our communications turn into conflicts?

- We have competing or difficult desires.
- We get incongruent instructions or no leadership.
- We have incompatible styles that make team work difficult at best.
- We try to accomplish a project or goal without the necessary resources.
- We misunderstand the values, needs, ideals, or contexts of the other person.
- We misunderstand what was really being asked for.
- We have unmet expectations (whether the other party knew about them or not.)
- We have interlocking contexts, called mutual in-completions, and conflicting words.
- *We don't communicate our needs or how we feel!*
- We fail to listen for or communicate the positive intention.
- We decide that the other person's venting or inner process is about us! Ironically, at that point, the listener is so triggered and so activated by the reciprocal stimulation and juice, that he/she takes over the attention and make

## Things you can do to increase comprehension in a conversation.

- **Set the Context** and scope of the Dialog.
- **Define the jargon** and be clear to explain any unique meanings you might have.
- **Take turns speaking and listening.** Make sure to elicit feedback from the listener to insure understanding.
- **Illustrate points with examples.**
- **Trust** (familiarity, safety, roles)
- **Style** (Inquisitor, Reactor)
- **Agenda** – Is everything you want being said? Are there any hidden agendas?
- **Content** (How succinct and meaningful are the words you choose.)
- **Undivided Attention and Being Present:** Conveying authentically and completely all that you know about the situation and your relationship to it. Especially, when it might block task implementation.

## **15 No-Fault Communication Precepts**

In a previous footnote we introduced the rule of logic which simply states that the formation of a logical sequence, in most people's mind is formulated by what they choose to include into their thinking equation and what they also excluded from it. Our approach is to state that all the factors at play in the Trigger Point model which defines a Context, and which cemented by emotional components; *are all to be included into the communication equation!*

For the NFC to be totally understood and have internal validity, it is necessary for us to name and describe the operating principles at play as the underpinnings of this work. These 15 precepts can seem obvious in some ways, utterly new in other aspects, but in either case, do rely on a primary overriding principle: *everyone deserves compassion* for the traveling the spiritual road called the human journey! And the best way to get this for you is to give it to others!

The NFC methods therefore focus on getting people on their good intention! Some, who would use these tools to lead another to a presupposed conclusion of their own making; or employ these tools to trick or manipulate an outcome, is doing so in complete violation of the spirit of humane communication which is at the core of this work. This does not mean that NFC is not or cannot stand up too confrontation. Indeed, these methods and the mature adult mindset of meta-listening set it apart from many other systems of communication which seek advantage, brinksmanship, and control of a conversation, or any type of sophisticated manipulation over an interaction. We do not! Confrontation is open, emotionally honest, courageously clear, and self reflexive.

The NFC method is still effective even when used by folk habitually employing their old operating assumptions. But much of the potency and deep success of this work comes when viewing communication phenomenon and subsequent use of the following 15 principles.

Seen through these filters, and held in this light, words and meaning will never be the same.

- 1) **The Being wants to Get Gotten**, which means totally understood or "Groked"!
  - a. Getting gotten is our first assumption because we believe this to be the basis for all survival. We get gotten by life, ourselves, others, and situations all of the time. Usually is it by accident. Either getting recognized for something that is either on the surface of who we are or something that is deeply embedded in

us is what getting gotten means. Getting gotten also means that the desire or objective of a goal was met and completed. It is a form of reinforcement.

- b. When the listener / observer acknowledges us in some outright way, or we have an association that some of us might identify as the AHA experience, those moments of personal comprehension shift us inside and thereby change the dynamics of relationships with others.
  - c. In high emotional tension, one thing that human beings perpetually tend to do is through by the wayside is the idea that each of us want to be understood. When emotions run high, it is WE who want understanding and our animal-ego defenses cannot perceive that anyone else really wants what we want...because instinctively, the other person is the enemy.
  - d. The only way we will ever settle any disagreement completely is to make certain that we understand the other person. And no matter how much we might want reciprocation from them, we are ultimately responsible for “getting” ourselves.
- 2) **All Truths are true! To someone, for some reason, for some purpose, for some time.**
- a. This phase illustrates one of the key attitudes that foster’s respect and compassion for another person...and yourself as well. What is “true” for someone comes from the path they have walked. The adage, “*before you criticize someone walk a mile in their shoes*” is at the heart of this premise.
  - b. When listening in the Meta state, you are not interested in shaming or disagreeing with the other person, rather to gather the data that helps you understand where they are coming from.
- 3) **Context creates Content** – Life attitudes flood every event with that energetic view.
- a. What we say and our unspoken attitudes toward things are a direct outgrowth represents the container of words and ideas that give rise to our choice of words, formation of sentences, and the topics we deem appropriate or important at all. This is what we mean by Content creates content.
  - b. In the most potent expression yet, author Thomas Kuhn in his work The Structure of Scientific Revolutions observed this phenomenon in the scientific community over history. Remarking that the paradigms (truths we hold to be self-evident in one era) often do not allow for the anomalies of new ideas coming from emergent theories. In other words, not only do individual contexts

which are a personal paradigm exclude new data in order to keep order with the old, but any new information will be categorized in terms of old ideas and beliefs.

- c. A life context can originate from many places. They can be taught as cultural or religious norms. (e.g. authority is smarter than we are.) Formed through individual experience. (e.g. animals are interesting to watch) Concluded by experimentation with our environment (e.g. the wind is more powerful than I am) or Imprinted onto us from a trauma or significant experience (e.g. dad saved me from drowning, I can always count on him.)
  - d. Hence, when we speak of life many of our life contexts are the foundation truths of our life experience.
- 4) **Every act has a positive intent for the well being of the person.**
- a. Every person has dual concerns: one is how the relationship will fair from a communication; the other is how I will be *perceived* and treated from it.
  - b. We identify two concurrent motives from the two aspects of the person: Essence or Soul and Ego which defends the Personality.
  - c. Ego goal is survival and has the desire to protect the person against what it *perceives* as threats against it. This aspect of the Self might be called the animal part or the instinctive part. It is not rational, it rationalizes!
  - d. Essence goal is evolution and growth. Therefore, it is possible that these two aspects of self may appear at odds with each other. Just because a motive is from Essence, does not mean that motives from Ego should be ignored.
- 5) **The System Knows Best!** (Instinctively your Psyche regulates its own process.)
- a. The System is an abbreviation for the Human Energy System (HES). The assumption is basically one of an individual's ability to digest information and learn from it. When we talk about the length of a session, for instance, we have seen that what an individual's psyche can assimilate at any given time will vary given the nature of the topic and their relationship to it. So when a person have functionally ceased taking in new information, we use the term keyed out to mean that he/she has come to the end of their processing info.
  - b. Each person will discharge an amount that their system can handle and in the way that they can handle it. A person can be ready to "pop" and everyone else can feel the pressure rising (see Am-ing and Geigering). It is at these times

that you as listener can make a big contribution and Mirror that person since their juice is ready to outflow.

- c. Many people avoid interaction altogether when they feel someone full! Ironically, it is the one being present to the juice, not the one with the juice, who might have the greater difficulty being present. Why? We all like and want control! And being with someone spontaneously outflowing can cause us to “feel out of control.” Ironically, that is usually the mutual incompleteness being passed.

**6) We have both a Primary and Secondary Reaction to things.**

- a. Where does the greatest confusion in communication reside? The answer is that we seldom get to the deeper and primary emotion or reaction, associated with an instance. Instead we get stuck or fixated on the secondary or strategic reaction to something.
- b. For instance, it is a commonly held viewpoint (one we agree with) that anger is usually a secondary reaction to a stimulus. The underpinning of many anger reactions are fear, shame, guilt (of being accused), is what is happening in the moment. But those are usually classified as vulnerable or weak emotions! Therefore in an effort to appear strong and protected, one’s social conditioning unconsciously dictates that we react with self righteous anger and defend our position, lest we truly reveal ourselves and be at risk. Courage, faith that you really won’t abandon yourself, and the attitude, “thank goodness here this comes up for my healing” is at the core of resolving and discarding past baggage that has this type of coping strategy attached to it.
- c. Some of the best NVC work can be done when you are attempting to locate the underpinnings that inflate a secondary response. Almost all religious, cultural, and political dogmas prescribe how one *should* react to life’s situations they deem important. Many have adopted those should’s as if they were our own truth. Sadly, they do not tell you to look at yourself and see why you should buy into whatever anyone has to say.

**7) Our psyche will pass our experience to others in an effort to Get Gotten.**

- a. When a child is hurt by another child it is almost completely predictable that the injured child will lash out at the offending child with a return slap or punch right on the spot. But say for a moment, that the injury came from a person with greater strength or threat potential; like a bully or a parent, or an authority,

the child will pass-the-experience of his/her encounter to next available and weaker candidate. That is why younger siblings often get beat up

- b. Often a very difficult precept to embrace because the cause and effect aspect of this can seem disconnected or not automatically recognizable.
- 8) **Getting gotten can be a trigger that causes the *venting* of what is in storage.**
- a. Here we will acknowledge an age old idea...namely, that many of have layers in the form of sub-personalities, shadows, and unconscious memory patterns. When some part of each of these *gets gotten*, the result can be to open a *lid* into a chamber of juice, or memories associated with it. For the person what follows next might be a stream of recalled memories that they report. However, if those memories are unconscious, what flows out of them next are the defenses and statements that were devised to protect themselves.
  - b. Most of us tell ourselves that we are in control of such responses. Indeed, at low juice this is often the case.
- 9) **Like Attracts Like:** Our psyche will unconsciously screen for persons with for reciprocal stimulations also called mutual incompletions and interlocking strategies.
- a. This facilitates that the person will be constantly confronted with situation that it wishes to resolve or a personality type that it has issue with and wants to confront. This idea supports both the idea of early childhood experience set patterns tending to last into adulthood until issues are resolved. For a longer view, this idea also fits the concept that some patterns may have originated in other incarnations.
  - b. For the person in growth, this precept would suggest that one's intention to have some experience manifest or opportunity toward some learning to appear. Hence, people with interlocking desires and goals are met.
- 10) **A human beings' natural state is Peace. *All else is Venting (or Discharge)!***
- a. We assume that a personality at rest is naturally connecting to Essence at the highest point of the Vitality Tone Scale, which is peace and tranquility. And we assert, science would agree with our assertion of vitality because measures of our physical well being, blood pressure, heart rate, breathing, pulse, etc., are at their optimum.
  - b. When a person is not in this place, their reactions are being pushed by some coping strategy, no matter how seamless or subtle to us. That strategy is propelled by emotional juice forcing the behaviors in a predictable way.

- c. To become effective in our listening, especially in relationships that matter to us, it behooves us to pay attention when a person is venting, because it is a sign that a person is *full* (of emotion and context filter) and is reacting to something that has been said.

**11)The Context is only complete when the juice is emptied from the point of the original incident.**

- a. Critical understanding for this construct is crucial. For years, in the personal growth and psychotherapeutic area when “*running the juice*” a person was often mistakenly told to bring it into present time. WRONG! Go back to the mental scene and emotional age at which the event occurred and run the juice while in that guise. Completion for the right aspect of your psyche must be acted out from the point of view and the period of time when it was experienced. From there a cascade effect of healing events and effects will begin to fall into place automatically.
- b. It is the failure to do this regression to the proper time and event, that has caused many people to feel incomplete about an event even having visited it several times previous. This can lead to an understandable conclusion about emotion and therapy that it does not work.

**12)Personal Power comes from taking full (total responsibility) for having created everything in our Soloverse<sup>3</sup> of experience.** In this approach, you have the courage to recognize and even assert, that while the other person is a free will agent playing out their own needs, fantasies, drives, scripts, and strategies in an effort to “get gotten”, the fact that they affect you in the way these do is a function of your Emogic in your Soloverse. In other words, like attracted like because of your mutual reciprocal stimulation. However, there is no room for anyone to claim that the other person is the total perpetrator in an instance or relationship. For one to gather the real B & P (see below) then one must come full circle to see how the action of another (no matter how heinous it might be considered) could have ultimately led you to the place or life decision that you are at that point celebrating. This perspective gives you every opportunity to see yourself “at cause” and not “at effect” of the Universe.

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<sup>3</sup> In several schools of philosophical thought, we as individuals are said to be the final arbiter (judge and jury) of what is true, real, and valuable. This approach is called solipsism. Hence, what we call our own is really a Soloverse, rather than a Universe which would be a shared space and experience. We all take samples of life’s similar experiences and we encounter similar milestones or events, but how we evaluate and categorize these is an internal organizational process.

13) **Internal creates External** –Whatever I resist (negative focus) or persist (positive focus) will play-out somewhere in my world.

- a. The currently popular notion of the “Law of Attraction” is a statement of this idea. The notion that whatever has an emotional electro-magnetic charge to it, of either polarity will pull in tangible manifestations of where the emotional charge. What in me drew this situation or people or opportunities or challenges into my life? See what answers come. Notice what you do with the answer.
- b. Holding this possibility highest use of self-Mirroring is to ask the question:
- c. **Mirror of my parents:** What in this person or situation sets me off and reminds me of Mom or Dad? Or, “Did I just act or say something that could have been them?”
- d. **Mirror of my culture or past:** What does this trigger for me about my \_\_\_?

14) **There is a Brilliance and Purposefulness B & P driving every situation.**

- a. It is here that you are asked to hold to the greatest mystery of faith. What if every situation, were part of a greater plan unfolding. A design so grand and intricate that one might not be able to recognize how a momentary outcome or occurrence could be leading to the possibility of something larger, grander and more profound happening?
- b. To say that there is a B & P, which can also be stated as Beauty and Perfection, is to allow and even affirm that you are aware that some agency is at play taking you and your learning down a path that your personality could not have imagined. While somewhat metaphysical and unrestrictive in thought, it has the effect of keeping the mind open to possibilities arising in the future, that it could not or will not consider in the moment. Especially moments when a person is full of juice and acting from a charged context.

15) **We are all just gathering data about life experience!** – What if the ultimate motive of every act in every person was to merely gain knowledge? Does this imply a “good” or “bad” motive? Neither! In fact, it is an idea that is *Meta* and expansive by design. Evolution causes us to be constantly curious about things we know nothing about and excited and even driven to experience more of something we deem interesting, captivating, or even addictive. How much hate would cease if we just stopped judging motives as bad or good yet people still be held as accountable for their actions?

- a.

## **Psyche or Human Energy System (HES)**

The **Human Energy System (HES)** is the combined influence of several different parts that we speak of individually and collectively call the Psyche.

First, the mind. *It is the Mind that copes by creating survival strategies.* It is also where we create meanings to events, pleasurable ones and painful ones. OK vs danger! In NFC, the mind is not our enemy. But it is only free if there is no emotionally charged context bind it. Rationalization, (the mind trying to making meanings to explain things) can carry us away from being real. However, the mind can also help us create new possible meanings and interpretations that can also free us. Our evolving mind can deliberately install these new operating beliefs when the old anchors are removed. Those anchors are past emotions and rigid beliefs in storage.

Second, the body. The body is the storage facility in terms of cellular memory and DNA programming. It is the place where many of the granular aspects of an event or behavior are associated. Like many Mind/Body adherents, it is my opinion that the body stores emotional energy in the form of inflammation, or chemical compounds like cortisol cholesterols, triglycerides, over or under acidity or alkalinity, and on the large scale, fat itself...because it insulates us against so many things and stores all kinds of toxins in it.

Third, is emotion. Emotions, as mentioned many times so far, are energy in motion. When the primaries are stopped up and not expressed lead to all mental and physical illness can be associated with some emotion in *storage* from the past. That is the reason for our precept that the Psyche or **HES** is self-correcting all the time, (i.e. it naturally seeks peace.) It will continue to magnetize situations and people to us that will re-create situations until they Get Gotten. Often, this leads to situation where emotions will run high and a person brings out their strategies to cope. This is called rationalization. It can be conscious and unconscious. In either case, we state that the HES wants the equilibrium that follows an emotional discharge, because it relieves the stress of pretense.

Fourth, is the Spirit, Essence or Soul: While many do not adhere to any form of higher deity or greater power, almost everyone recognizes within themselves that deepest motivation that cannot be eliminated. NFC aims to shift ones deepest outlook from oh no, not again, in its many disguises; toward the other end, Wow, this is really exciting. Only this attitude can sustain a serene heart so long run benefit can be realized. When it is obvious that clearing emotional discharge actually leads to the release of anchors of the past; then with an open and awe inspired mind, we will be able to imagine new paradigms for our future.

## Contexts are Personal Paradigms

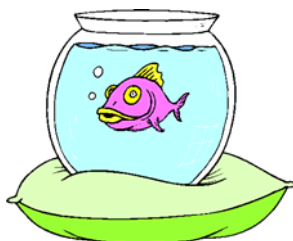
An individuals' operating paradigm is what we call a Context. These are comprised of a set of sub-contexts, beliefs, emotions, memories, patterns of: behavior, vitality allocations, body sensations and postures, conclusions, and perceptions: that form strategies and continue to affect us and those with whom we interact.

A context is both filter and magnet that causes us not only to see what we've previously experienced, but even draw similar events to us. A Context can hide under (our definitions of) *rules, morals, professionalism, maturity, beliefs, ethics, customs or code of conduct*. When a person is bound up by a Context, then the only means for survival is to hold to that set of beliefs, even when they conflict with external reality and thereby appear false. A context, if strong enough, exerts a "should be" condition so distorting that a person feels compelled to express what they believe instead of what is. Then, eventually, a war begins within their psyche, and that conflict is passed to others; often completely unconsciously. (see AMing).

Mores, traditions, and rituals or habits that grow from a paradigm are said to be "second nature." Cultures, whether they be social, political or economic have paradigms of thought and standard practices that govern them. In the work place and in institutions we collectively have created, things like practices, norms, and theories accepted so completely and are so encompassing that we hold them as *truth*. These are paradigms. Mission statements, company policies, standard operating procedures (SOP's) all form company culture. Organizations are no exceptions. Divisions, departments, and branches within a company can also have operating paradigms and regularly the persons involved will implement those differently, even when they are stated the same way. The conditions that a paradigm create are the work environment.

## Context Creates Content

***The NFC premise about conflict is that it usually arise because:  
one or both parties fear that their content or strategies will lose in competition,  
and we won't be able to cope with the changes that are out of our control.***



A context, as said earlier, is a set of filters that creates a persons reality. What we call cynicism or optimism are often strategic attitudes imposed by a context that distort reality to fit the context. Understanding that our attitudes are the results of some conclusions formulated over our lifetime; it is therefore reasonable to state that these attitudes will influence the very type of thoughts, statements, beliefs or interpretation

of events we will consider permissible. Indeed, to go one step further, if these are embedded in our habits, we might *only* consider what it is we want to see. This selective filtering by the context will create content that a person is able to comprehend; and in some cases notice at all. For example: Does a fish know that it lives in water? What it sees, feels, and experiences is invisible to it because it lives immersed in its context. The way it feels safe is to rely on the instinctive or learned rightness of its perception. Unlike the fish, we have the power to test our assumptions and then see our context for the limits and boundaries it creates for us. Then, if we wish, we have the choice change our context. But until we do either, then our contexts remain invisible to us! Borrowing a phrase from Dr. Phil about contexts' ask "Are they working for you?"

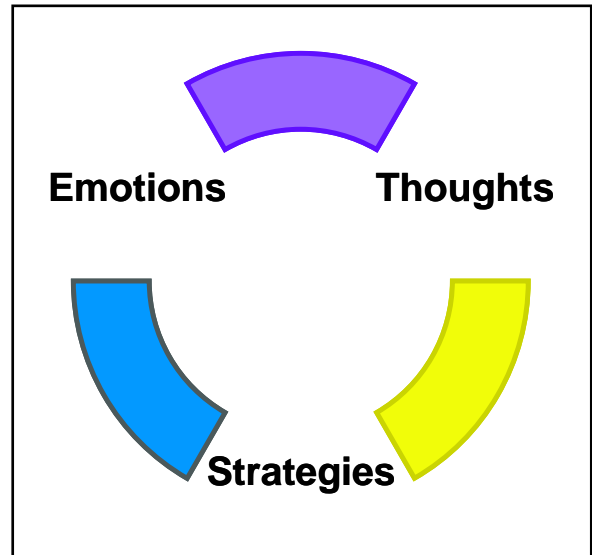
Choose the Context (situational cues) rather than Content (He said, she said.) Because we assert the premise that *context creates content*, you will often hear us pose the phrase during Mirroring, "*do you really want to go to content?*" A major rule about the NFC proposition is: handle content in low juice! Instead, stick with what we are calling pursuing the context by deconstructing the statements into emotion, intensity level, strategy, and thoughts, beliefs or conclusions you can find the threads of past issues, ideals, hopes, aspirations, fears, (all of which are contexts or sub-contexts) and resolve those. Then a current issue can be solved creatively and efficiently, because the energy has been released and returned to problem solving.

### **Our New NFC Context: "Above all remember, This Too Shall Pass!"**–

One predominant feature of all emotion is the reality that it is fluid...i.e. energy in motion! Some require the reassurance that their pain will end, that fear will subside, that anger, no matter how embedded in rage, hate, or shame will not consume them. Once the damn of stopped up energy is allowed to flow, even in the smallest amounts, it begins to change to some other emotion. This is always the case! Ironically, some hold the damn so tightly that they are actually freezing the resisted emotion in place. Sometimes, for a period that might actually create a basic latticework of one type of emotion: like a lifetime of pervaded by the fear of loss, or the fear of lack. This is what happened to many of the children of the Great Depression and WWII. When they did let go, even for a moment, the emotions that flowed often overwhelmed them for some period, but afterwards there was a peace at having let them come out. So stop fearing from "oh no, not again" and remember when it comes to emotion, the Buddhist have it right. ***This too shall pass!***

# The “Trigger Point” Model how contexts are formed

1. Trigger event occurs
2. You have an emotion. Juice level from 1-10.
3. Your Mind forms a Meaning.
4. You choose a strategy to cope.
5. Memory is formed. The situation and emotions, reactions & thoughts are stored.
6. You become vigilant and defended against like situations.
7. You begin to project onto other events with similar triggers all aspects of the context.



- Our deepest contexts were formed when we were children. Both positive and negative. The negative conclusions were based upon our emotional wounds. We build and add to our contexts in categorical ways with other similar but not quite identical incidences. These are often interwoven with other similar patterns or assumptions that the unraveling, is a *process*, rather than event.
- **All context's want to be right!** A context follows the same basic survival programming as any living thing. Contexts all share the desire to get the “good experiences and avoid the “bad ones” In other words, this is the simplest way that our programming interprets what safety means in the case of that context. Therefore it can be said that the baseline positive intention built into the context programming to help the individual first survive, but then thrive. Indeed, an extensive context is a sub-personality of a sort, one you trot out to deal with certain types of situations. Everyone has sub personalities. The facilitator can help you dialogue with them.

# Tracking your Juice Meter

The juice meter is what we name the varying strength of our bodies reaction to stimuli. We use a simple scale of 1 – 10. The meter can tell us the intensity of our own emotions, sensations, or habit strength. We can use this metaphor to inform us of the intensity of what one is experiencing within, but sometimes it is also a useful way of labeling the strength of Geigering from another. I've seen many people second guess themselves here. I say always use the first number that comes to mind. It is probably the highest.

I believe that stress causes our meter to rise and relief causes it to fall. The body knows it's own truth no matter what the mind or society tells it. But don't be mislead, the body names its truth with emotions and sensation, not with thoughts like "you hurt me" but rather with emotions like "fear." One's mind can make many meanings about the same event. That is why we say, "***all truths are true.***" Becoming aware of our instinctive reactions will allow us to monitor before blurting out a response. Such a pause gives rise to the practice of neutral or Meta Listening.

## **“On a Scale of 0 – 10 what is the intensity of your/ my reaction?”**

- Where **0 is perfect Peace or equanimity** and you are not attached.
- Where **10 is full intensity of reaction** and you are totally captured by the experience. “Fully in the Juice.” – The alternative is to empty some of the juice.

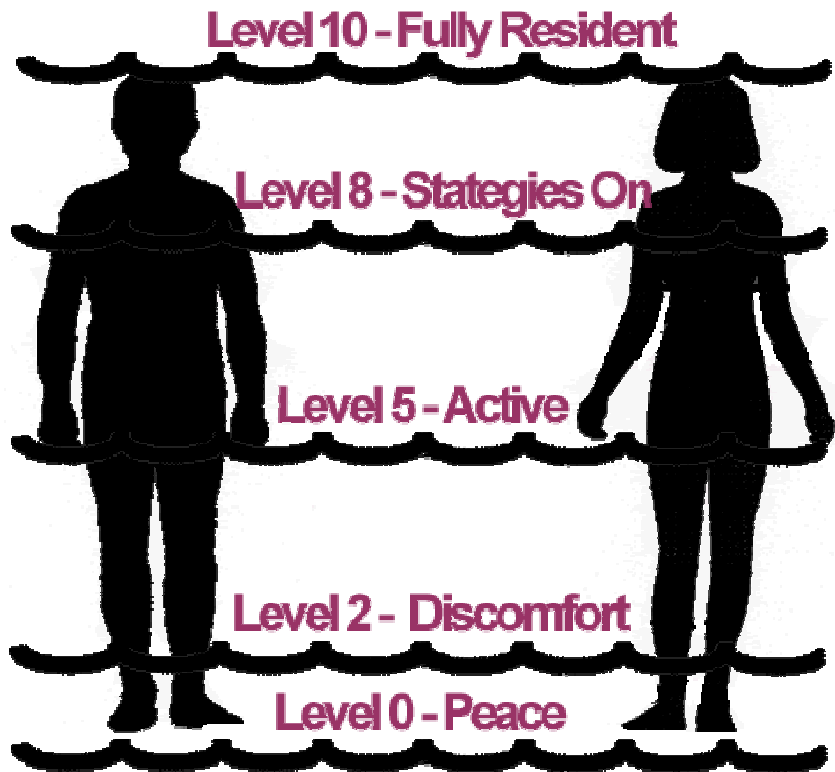
## Why track your Juice?

If you have ever cooked anything on the stove, you will know that the end result of something being simmered at a 3 comes out a lot different than something being fried at a 10. To notice what is cooking inside of you, it is important to be aware of what the “heat” is behind your statements. Imagine what happens if you were to unscrew a soda cap at a level 10 of pressure and you have a mess all over yourself. Yet, if it is only a 4 of pressure, you can do something to anticipate what might happen.

But “controlling” the juice or its flow is not the objective of tracking, at least not the major goal. Being able to keep track of where your System is running from and on, is crucial if one is ever hoping to learn the signals that initialize and unconscious pattern. Doctors recommend tracking health conditions and preventing overly stressful situations being able to be aware of both the emotion and its intensity can circumvent a dangerous episode.

## Ratcheting Down the Juice

**Levels of Juice:**  
As the emotions rise, the persons ability to be *Meta* shrinks. They become like the Fish in Water, totally immersed and **Full with the Context.**  
**Mirroring** is intended to assist the other person ratchet down the Juice so that the complete message can be conveyed and any distortions can be factored out.



*We only need to Mirror when we notice that communications become stuck and tension or misunderstanding begins to rise. Often the juice is above a Level 5 of intensity.*

## What do we mean “Get Gotten”?

It is an internal shift of attention where ones reactions, and often understanding, change instantaneously. A "hick-up" that causes an immediate relocation to another emotion, thought, image, or sensation of a previous time or place. In such a state, it is common for a person to experience a sudden rendezvous with a moment of being truly heard and understood by another. Getting Gotten happens all the time...by accident! Life presents “moments of truth” that trigger the release of an “ah ha experience,” or an emotional rush, breakdown, or explosion. Often, we do not associate the trigger with the release.

These sudden changes can be very profound. To the well defended belief or strategy, these can seem like being *humiliated or outed* into public scrutiny. Mirroring is the main tool of NFC to actively stimulate and encourage the *gotton* state. It is designed to both find and release the process. We might sense a change, and sometimes even big ones, but

we aren't sure how it happened. We might notice the period of calm if not peace that follows. From that incident or period of time where we experienced that grand realization or emotional release, if part of a Context "got gotten", its grip will weaken; perhaps it might even complete. After life presents these events, we will change something: our beliefs, our behaviors, our ways of speaking, and our relationship to something or someone. Thus, our minds have opened to other options! The more options we create, the freer we are!

**Possible Changes to watch for when a Context Get's Gotten**

- The Juice Increases
- The Juice Decreases
- The Emotion itself changes to a different emotion
- The dialogue or picture changes to another focus.

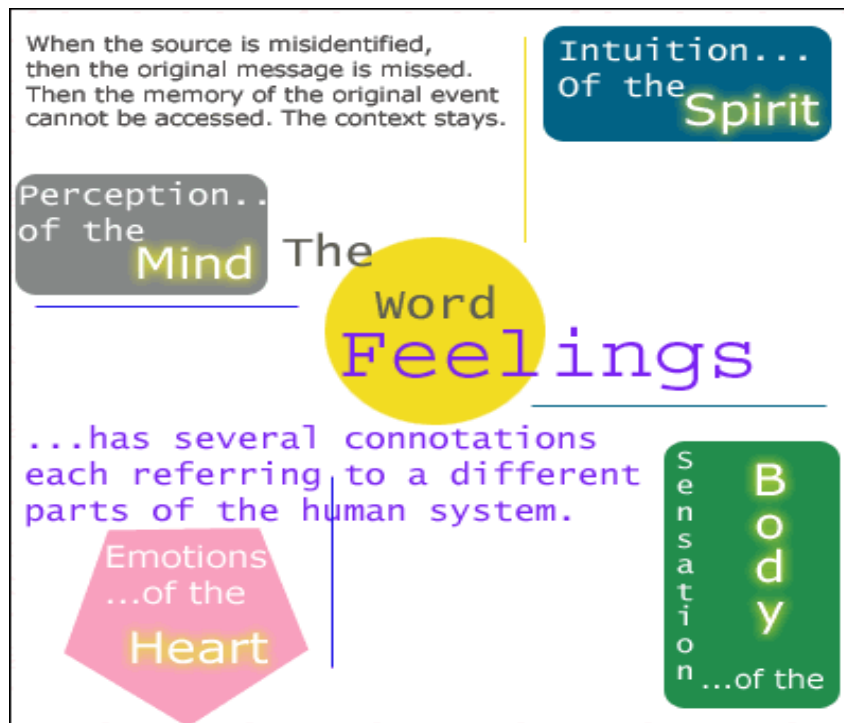
<b><u>Getting a person on Positive Intent: Two Aspects</u></b>	
<b><u>Personal (Selfish or Self Centered)</u></b>	<b><u>Relational (Passing an Experience)</u></b>
<ul style="list-style-type: none"> <li>■ Desire for gain, survival, health, improvement, protection or safety. Intent can appear selfish but it is usually the Ego's strategy to get a need met.</li> </ul>	<ul style="list-style-type: none"> <li>■ Wants for the other and the self. These can be very selfless and altruistic but often there is a personal agenda at stake in the intent for the other.</li> </ul>
<p><i>Safety is built and big shifts occur when a person Gets Gotten on their positive intent.</i></p>	

**Getting to the Heart of the Matter**

- Every time we hear something that gets our attention, there's been an emotion communicated and a context activated.
- Our strategy to respond is motivated from the intensity of our internal reaction. We can react to meanings we project onto words, or their delivery: caring vs. sarcastic.
- Learning to both speak to and listen for the emotion in a communication is the key to helping to discern priority, need, and context of a conversation.
- Realize that thoughts and emotions are inherently enmeshed and will cause great misunderstandings if not clarified and acknowledged.

## Unbundling a “Feelings” into the 4 Aspects

*Feeling* is a word that has mixed meanings and confuses the HES! During the NFC session, you will be constantly challenged use a work other than feeling and list your phrasing under its proper title. With 186 feeling related words in English, many of them have the tendency to dull the simpler ones and confuse the message. Each region of the HES below uses the feeling to describe completely different parts of a communication. When we begin to differentiate by labeling each part as below, we notice unique qualities arising. Emotions specifically are the most significant amplifier there is. By making clear statements about emotions (see next page) and their levels one can learn much about themselves.



Using some different phrasings to speak directly to that part.

**Body:** Use a statement like: “I am having the sensation of \_\_\_\_\_ in my \_\_\_\_\_.”

**Body:** If you notice them favoring a body part or leaning or something obvious, ask: “Are you having any pain with \_\_\_\_\_ you seem to be holding or attending to it right now.”

**Intuition:** Try “I have a gut sense that \_\_\_\_\_” Or, “my intuition is acting up \_\_\_\_\_”

**Instincts:** Try “With a background like that I’d imagine that you’d think **X**?”

**Mind:** Ideas, concepts, beliefs: try : “So you believe that \_\_\_\_\_, is that right?”

**Thoughts, Conclusions or Judgment:** Use a statement like: “It sounds like you have reached the conclusion that \_\_\_\_\_ or something like that?” “If not tell me how you **X**?”

**Emotions:** Try empathy “I guess if I were in your shoes that would make me feel \_\_\_\_\_.”

**Emotions:** Mention tone of voice “By the tone or volume or words you sound \_\_\_\_\_.”

## **Strategies**

Any action, idea, expression of emotion, physical ailment, habit, way of speaking, choice of spiritual practice, addiction, etc., can be a strategy IF the person is using it as a means of protecting some underlying JUICE. If you feel rigid or stuck in one way of doing something; then you are in a strategy of a significant context.

Strategies are some of the most complex and yet visible aspects of how we implement and defend the context we learned as children. Strategies can be thought of as the can be behavior sets or tactics of speech, action (inaction) broadcast by the individual as to display the very scenes in which they learned the lessons. Because rebellion is often a polarizing influence where strong juice appears to reject the presented strategy of the parent; the individual can adopt a reversal strategy. On the surface the behavior set may appear completely 180 degrees opposite.

This view would suggest that another way for a person to “get gotten” is not just to mirror their speech but also to view and describe their behavior as a sequence with an outcome. That outcome can be the believed “deserved” outcome or goal embedded in the context itself. This level of Mirroring becomes more facile as you begin to sort through the layers of subtlety in communication. *In the No-Fault Communication™ Seminar we are specifically interested in those strategies formed as coping mechanisms around intense emotions. To be in strategy is neither bad or good. In NFC, we are interested in staying with the emotion and away from deferring to strategy. We'd like to help the being "Get Gotten."*

**Strategies to “Band-aid” the Juice like Upleveling** It is a common practice in the New Age to put a "positive spin" on some event way before the Juice can be lowered. This is called "up-leveling. " Religions have a way of avoiding running the emotions by using "confession" or "repentance" as an Ego strategy to avoid running shame or anger. The most vital concept and practice of the NFC method is to get to the heart of the Juice and run it.

**Pump Handling** Sometimes, it is very useful in a session to break a person out of the comfort zone. Gestalt practices often confront a person in their Mask or sub-personality by calling them names and helping to amplify the emotion. This is what pump handling might entail. You as listener goad the speaker into higher states of Juice with the intention of helping him or her empty. Most people do this unconsciously anyway when they are dealing with each other from the Content Model.

## Examples of Identified Strategies that we use to acquire (partial) Safety

- **Agreeable:** Humor or being willing to change at a suggestion, to avoid conflict.
- **All or Nothing Thinking:** Everything is good. Nothing ever works. Absolutism
- **Band-aiding or Positive Spin:** Look on the bright side, minimize or be optimistic
- **Certainty:** If I know for sure, then I can't be shaken.
- **Change of Subject:**
- **Cold and Calculating:** Never miss a trick, be ready for anything.
- **Control & Confidence:** I won't have to fear. I will be able to limit what threatens me.
- **Dare-Devil or Extreme Risk taking:** Pushing the self to the extreme to feel alive.
- **Discounting** – Minimizing another person's position, value, or input.
- **Dominance:** I can defeat my fear by overpowering the messenger.
- **Group think:** Get enough agreement that you are right and believe through others.
- **Happiness:** I'll feel too good to fear and I won't show anyone my worry.
- **Hypochondria:** Every illness is an obvious result of some kind of problem.
- **Jump to Conclusions:** Usually negative outcomes will always prevail.
- **Loss of Memory** – OOPS, I just forgot about it. (Look for repeated avoidance.)
- **Minimizing** – Is a way of showing how tough or unimportant some event or injury is.
- **Maximizing** – Tends to overstate the importance of an event or injury for attention.
- **Nervous Laughter** – Trying to look innocent while other motives are running.
- **Petitioning for Agreement** –Needing to convince the other person of your position.
- **Position = Principles:** Equates that ones actions directly reflect their ethics.
- **Silence - Ignore:** Don't respond to what has been said. Pretend not to hear. Avoid.
- **Sudden loss of sense of humor:** When you cannot laugh at yourself because you fell offended by the words or deeds of another.

# Emotion = Energy in Motion

*As children we learned simply but effectively:  
mad, bad, sad and glad or ashamed!*

<u>Pleasurable</u> <u>(Ones we like.)</u>	<u>Painful</u> <u>(Ones we fear and avoid)</u>
<ul style="list-style-type: none"> <li>■ Joy</li> <li>■ Love</li> <li>■ Exhilaration</li> <li>■ Enthusiasm</li> <li>■ Satisfaction</li> <li>■ Serenity/Peace</li> <li>■ Appreciation</li> <li>■ Curiosity</li> <li>■ Hope</li> <li>■ Power/Strong</li> <li>■ Gratitude</li> </ul>	<ul style="list-style-type: none"> <li>■ Anger/Rage/Indignation</li> <li>■ Sadness/Grief</li> <li>■ Shame/worthless/</li> <li>■ Guilt/Embarrassment</li> <li>■ Glee/Manic/Hyper</li> <li>■ Hopelessness</li> <li>■ Powerlessness/Weak</li> <li>■ Fear/Terror/Anxious/Nervous</li> <li>■ Shock/Surprise/Startled/Mortified</li> <li>■ Confusion/Mystified</li> <li>■ Overwhelm/Exhaustion</li> </ul>

Often people state inaccurately that they are "not feeling" an emotion, when what they really mean is that they are *not expressing* that emotion. Emotions only stop when one is biologically dead. Emotions are the signals from the Being to the Personality. All life is fueled by emotion; ones we like, and don't like, and ones we are at peace with. When we fail to express our energy in motion our life force or sense of "aliveness" decreases. Also, our ability to receive clear instruction from the Being becomes diminished and the messages distorted. Using secondary terms like those in the right column constrict our energy. Simplify feelings into words in the left column and notice body sensations change.

## **Simplifying Emotions to their Basic Names**

Naming emotions at their most primary state is by far the most useful way to locate and release the Juice attached to them. By doing this process often, one will notice a distinct improvement in the awareness of one's own body. By cataloguing the effects that certain emotions have upon you, your Geiger and Meter will both become more refined. With a greater range of sensitivity, you will be able to bring provide better attention to any communication and thus assist others in getting to their desired message. An open and skillful demonstration that one is being truly listened to can produce the outcome we call "Getting Gotten."

Anger = frustration, irritated, annoyed,  
bitterness, impatient, contempt,  
resentful, vengeful, begrudging

Sadness = depressed, down, angst, grief

Fear = anxious, scared, tense, worry,  
suspicious, trepidation, distrustful

Shame = embarrassed, humiliated, hurt,  
hatred, offended, stupid, mortified

Guilt = remorse, betrayed, avoiding

Glee = giddy, hyper, giggling, happy

Hopeless = despair, loneliness, loss, tired

Helpless = numb, paralyzed, resigned,  
frozen, unfocused, victimized

Powerless= defeated, beaten, useless,  
abused, despicable

Shock = stunned, surprised, startled,

**Rage is anger acted out! Terror is fear acted out!**

## What happens when we override our Emotions?

### **They eventually explode or implode!**

Most Self-Help, New Age, Religious, and Psychological philosophies categorize certain emotions as "negative." Pronouncing painful emotions as "bad" or "undesirable" or "inefficient" has made us want to avoid, dislike, judge, and even override these emotions. Our relationship to these parts of our human experience is *"Oh no, not those ugly feelings again."* Hence, we will use any strategy we can to avoid them. In trying to avoid our painful emotions, it is akin to adding flame under the pressure cooker. Eventually, whatever emotions are seething within, they explode into the maladies listed below:

*Suppressed Emotions can lead to behaviors that exaggerate or contracts our possibilities.*

- Override Rage or Resentment – Eventually to Violence or self sabotage, or cancer.
- Override Anger / Becomes Rage and Violence
- Override Shame / Becomes Hatred & Blame or suicide.
- Override Fear / Becomes Terror and Insanity
- Override Grief / Becomes Disease and exhaustion
- Override Sadness / Becomes depression
- Override Powerlessness / Becomes Apathy
- Override Hopelessness / becomes suicide
- Override Joy / becomes cynicism
- 

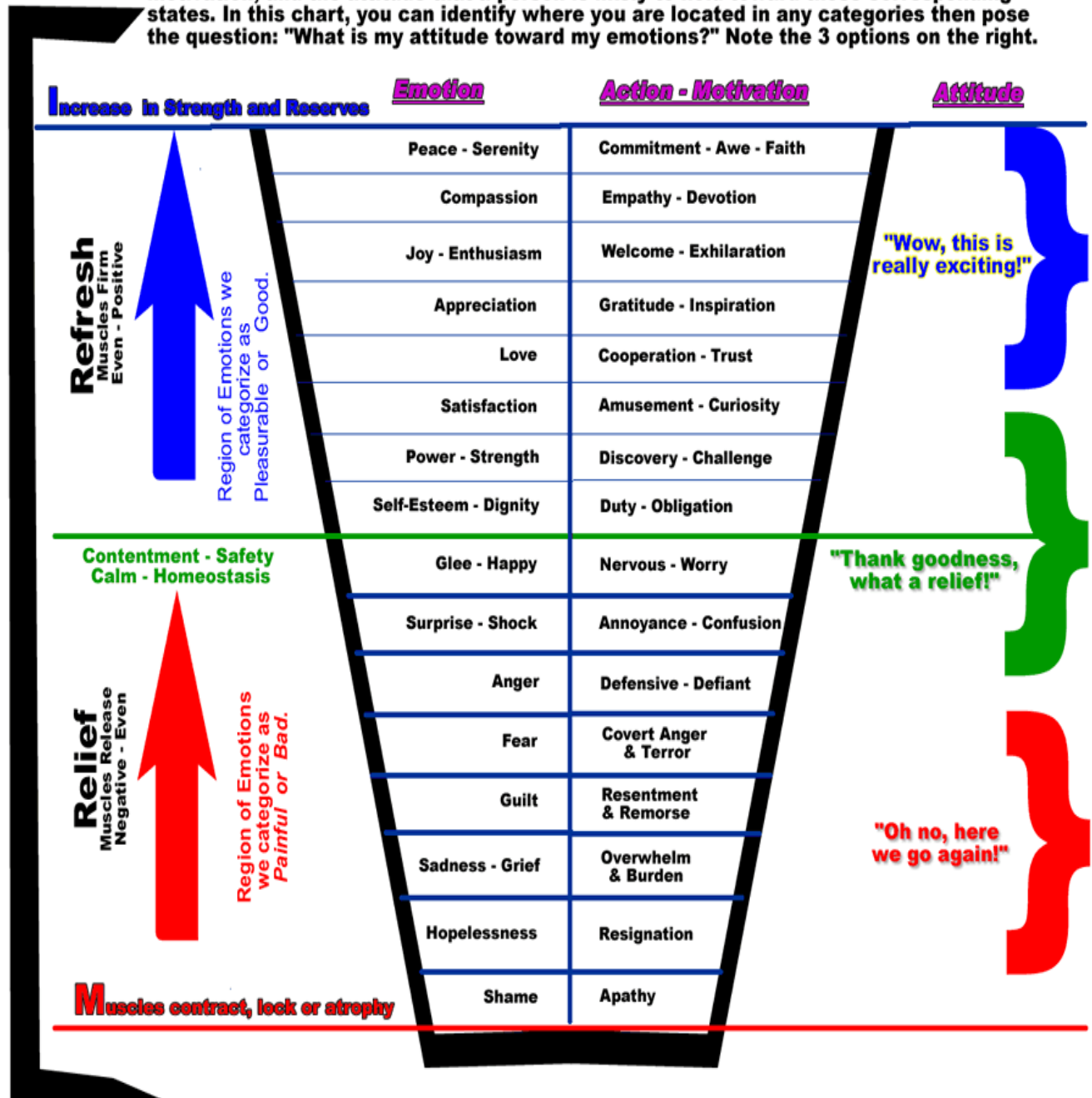
### **3 Strategies to Cope with Emotion**

- **Express them:** Fully naming the Juice, the intensity, the dialog or association, and allow yourself to feel them without self criticism or resistance. (Can take practice!)
- **Withhold them:** You know something but choose not to tell it out of fear or strategy.
- **Suppress/Deny them:** Trying to hide the emotion because it may not feel safe to express that emotion. This can lead to depression in the long run.

Even if you are not aware of an emotion in a given moment, when you are triggered by something it surfaces. You are still at effect of it. All strategies to suppress or talk yourself out of your emotion are still driven by the "Oh no, not again" impulse. Strategies do not empty or eliminate that emotion. Indeed, the very act of trying to avoid having an emotion means that you are still motivated and controlled by the emotion itself.

# The Vitality Tone and Attitude Scale v.1

Each emotional state carries a message for a person about incoming stimuli. Each has a purpose. Yet, there is a set of predictable correlations between emotional state, vitality, motivation, and the attitude that a person is likely to hold toward those corresponding states. In this chart, you can identify where you are located in any categories then pose the question: "What is my attitude toward my emotions?" Note the 3 options on the right.



This work is by Stephen J. Cocconi of No Fault Communication™. The above table was constructed using the inputs from the Integrity Tone Scale® by Vern Black, The Emotional Tone Scale® by L. Ron Hubbard, Emotional Reduction Process and 3 Attitudes Meta Concept of Loving Communication™ by Fred Keyser and Heidi Fox, Emotion Scale by Abraham-Hicks, The Levels of Truth® by Wil Schutz, The Michael Teaching™, Soul Age Evolution Treatise®; Abraham Maslow's Hierarchy of Needs and Dr. Richard Dawkins Map of Consciousness®. This chart may be freely distributed and is copyrighted under the Creative Commons License may be contacted at <http://creativecommons.org/>.

. The Vitality Tone and Attitude Scale© is meant as an interpretation of emotional states and their corresponding physical potency and mental vitality that one is likely to have for life and living. No commentary about intelligence, integrity, or degree of spiritual consciousness nor superiority of human worth is implied.

# What is Mirroring?

Mirroring is the technique of reflecting to a speaker that you the listener have literally heard the words precisely as they were spoken, including the emotion or sensation they report having. Additionally one might be able to assist in the unbundling of them through the use of carefully worded questions that invite the person to investigate further.

Mirroring is designed to establish trust between the speaker and listener. Trust establishes safety. It is likely that deeper sharing and therefore conflict resolution can occur when Mirroring is done with rigor and with neutral or Meta listening. This is accomplished by naming the emotion, matching it to the thought or belief attendant to that emotion, understanding what survival strategies you implemented from those emotions and beliefs and using those to travel back to the source event and completing the discharge from that moment in time.

The more closely one Mirror's the emotion, the more the juice for the speaker will go down. This process of releasing emotion is called **Emptying**. When source events arise where an intense emotional charge was stored with a memory of an event, but until now had never felt safe to be released; this occurrence is called "popping a context."

## Benefits of Mirroring is to Identify 4 Key (often hidden) Elements

- ✚ The exact content a person is attempting to identify.
- ✚ Naming the background emotion that might be in the space but not of the encounter.
- ✚ Discovering that a pattern is in place.
- ✚ Listening for the person's positive intent.

## To Mirror effectively you need to develop the following skills:

- An ability to stop your own inner commentary while someone is speaking to you.
- To detect when someone who is speaking to you is full. (Emotional Intelligence).
- Repeat words and offer to them what you think they might be feeling. (Empathy)
- Feed back to the speaker verbatim, exactly what they said as you received it.
- Be able and willing to pay attention to pauses and stop the speaker as to feedback. This means you must stop the person at logical breaks in their communication and tell them what you heard. Use phrase like:, "I need to make sure I'm following you, you said X." List for the other person what words or concepts of theirs you do not

understand. When mirroring, always end your sentence with "Is that right?", formatted as a question.

- Be able to imagine and suggest what possible positive intent they could have for their communication. (This means you ask yourself "What does a person have to believe to come to the conclusion, or this emotional reaction, that they are expressing?")
- In question form, offer Ex. "Your positive intent is \_\_\_\_\_ or something like that?"

### When to Mirror? How do we know when a Context is up and running?

- 1) When our reaction to a situation is noticeably disproportionate.
- 2) Our ability to hear and comprehend the words of others decreases dramatically.
- 3) Normal intelligence and focus is distracted internally and shrinks.
- 4) Any time you sense yourself or the other person is over a level 5 of any emotion.
- 5) Sudden loss of humor and deep change of mood in the space.



# Phrasing for the Speaker

## Venting Emotions and content with Accountability

**Example: “I’m having a level 6 of fear. My mind makes the meaning that you will think that I am a failure. Then I will lose my job. My good intent is to do the best job I can with what I know. My relationship to being a failure and even admitting this to you is shame at a level 8. This situation reminds me of when I used to tell my father that I got an F on my report card.”**

1. “Do I have your permission to share my feelings with you?” (Or vent an issue with you, etc...)
  2. “My thought is, or as I see the problem, or the dialog about, or my conclusion about X statement is \_\_\_\_\_.”
  3. “I am having a level # of \_\_\_\_\_ emotion(s) (e.g. fear, curiosity, anger, etc) that attend to that thought or sensation.”
  4. “I feel it stuck in my throat” and that pain or sensation is a \_\_\_\_\_ on a scale of 1-10.”
  5. My relationship to the issue or primary emotion is \_\_\_\_\_.”
- Report the secondary thought or feeling. Refer to the 3 Attitudes.**
6. “What this situation reminds me of is \_\_\_\_\_”
  7. My positive intention is \_\_\_\_\_.(e.g. I want to achieve my goal. Or, I want us to have peace between us. Etc.)

**Willingly practice the NFC paradigm: “show some guts, and be a little bit nuts.”**

## Mirroring Questions to pose by the Listener

1. "What is the level of juice?"
2. "What is the emotion(s)? Or
3. "What is it a sensation somewhere in your body?"
4. "What is the dialog, ideas, or images that attend those?"
5. "What I hear you say is" \_\_\_\_\_  
(repeat back the content and emotion said.)
6. Ask: "Did I get that right" or "Is that what you said"?
7. If incorrect, ask them please to clarify.  
(it is OK to ask the meanings of words they are using.)
8. If correct, say "Tell me more" or "Please continue".
9. "My mind makes the meaning." Offer a potential insight.
10. If you get stuck, then...
  - a) Take a check of your own juice. If your own juice has risen, report the number and say "I'm full"!
  - b) Ask the other person if they can mirror you and then switch roles.
11. If you are at an impasse, say "it seems as if we are stuck" does this ever happen to you in other communications?" (Quite often the answer is yes. When it is, the person will continue to outflow because they *got gotten on the context.*)(If not, ask for a new juice check.)

# Mirroring Suggestions Continued

## When to start Mirroring?

When you begin to take offense to something someone said. When you hear defensive responses in yourself or another, start mirroring the other person's emotional intent rather than mirroring just their words. Take the necessary action to clear it for yourself and make your communication pertinent and complete.

## Establish Rapport - Accruing Safety

Build Good-will. The first step in establishing a relationship with another, and/or resolving conflict with them, is to build **rapport**. Rapport building is a step toward intimacy. Intimacy is achieved when people feel safety with you. Safety is not always comfortable at first. Most people will test you to determine if they can reveal their inner most fears to you. The question you are always faced with is this: "How important is the person to me? Or how important is their message that I might devote my full attention to them?" Obviously, most people pay little heed to the gas-station attendant or the grocery checker, but will attempt to hear a lover or family member. If you consider all communications or all people worthwhile, you'll find the Mirroring technique invaluable. Listening for the emotion driving the communication is key.

## Verbal communication

It is the responsibility of both the speaker and the listener. For the speaker it is important to make sure he/she is using words and phrases that the listener knows and is familiar with. The listener's responsibility is to repeat the gist of the communication to the speaker and to ask clarification of terms and ideas that aren't clear. As the listener, you have greater power to assist the speaker when you become actively involved in deciphering the meaning. Remember: verbal communication is the way we have chosen to clear up misunderstandings and ask for what we want and need from others. Being an active listener is not only respectful of another, it is beneficial to yourself and your learning.

## Rock in the Bucket and Splash-Out

Mirroring read as new Safety that is a\_Hence splash- out! Thus a person might respond to you by saying "I don't believe you" or "your making it up." At that moment it is important to say to them "Given the pain of your past you have no reason to believe it could

be really safe with me." This is like "popping the context" around that persons issue with trust.

**"Do you want to go to content?"**- When helping people learn to mirror, there is a natural reflex to respond to the content of the other persons statements. When the juice is sufficiently low say below three, then is the time to consider speaking directly to the Content issues.

### **Getting Stuck**

If it isn't right ask them to please say it again. Maybe they said so much you lost them. Stop them at shorter intervals and check with them. Don't tell them "that's not what you meant."

Responses: "Tell me more"

If you get stuck, try to continue to allow the person to keep outflowing.

Reassurances like:

"Thanks for having the safety to share that with me."

"If I were to mirror you right now, what would you have me say: \_\_\_\_\_?"

Repeat words and offer to them what you think they must be feeling. Imaging what possible Positive intent they could have for their communication.

Offer this in the form of a question.

Ex. "Your positive intent is that:

- a) You really care about my well being, is that right?
- b) You didn't want to do to me what was done to you, is that right?
- c) You really count on me and don't want to be hurt, is that right?

### **Signals that the Listener is full**

- Completing sentences for the other.
- Turning away from the person and doing the talking. Interrupting.
- Challenging the content of what the other person is saying.
- An inability to mirror because you are hearing your inner voice very loudly.
- Emotionally checking out (daydreaming) Leaving the room.
- Erupting into violence. Fidgeting. Boredom.
- Going into content to disagree with or fix the other person.

## **Exercise: Assess what's happening**

**Directions:** You will be given 15 seconds for each image. And then 15 seconds to write your assessments. If you cannot fill in all of the categories for each image or are not able to get to each image do the ones that are most significant and cause the greatest effect upon you.

	Put your answer to the Question her in this space. Stay to a few words.	What are the thoughts or inner dialogue that is happening in the picture?	What is his emotion and how intense is it/they on a scale from 0 - 10?	What is your reaction to this images? Opinion and/or emotion.
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

# Mutual Incompletions & Shared Emotional States

## Shared Emotional Intensity

Sometimes, we come in contact with another person whose inner state of emotion, strategy or context is so close to our own, we can literally vibrate in their presence. Like two tuning forks going into resonance with each other, it is possible for one person to trigger the other and not be aware it has happened. This



phenomenon is called a *reciprocal stimulation*. This means however, that something that you and the other person actually shares qualities may not be readily apparent. Seldom are these surface level attributes either. Generally, these are issues that cause a mutual transference of energy. There is an unconscious reception and transmission going on in both directions. The effect is to have two people Here In being responsible for ones feeling's, it is vitally important to recognize that you and another person may share similar emotional sore spots or triggers. Keeping track of events to notice *when* a trigger is cued is highly useful when one party does it. However, it is what makes a relationship stellar is when both parties notice and analyze themselves for their part in the reciprocal stimulation.

But even if the other person doesn't recognize the mutual event, your willingness to search within yourself; the how's and why's that you identify and respond to. Noticing that your own behavior or reactions compares with theirs, can sketch the pattern present in the communication and in both of you. This *identification* is what is meant when one says "boy, can I relate to that!" Often people can notice some of the more obvious forms of discomfort when they meet a person for whom they are reciprocating energy; especially if they have some of the same ticks, expressions or tones of voice. The one characteristic that makes this situation different is if only one side of the relationship is picking up energy. In that circumstance, a similar but unilateral transmission and receiving is going on. It is referred to being animated by someone am-ing or transmitting juice and you as the geiger counter receiving juice.

### *(Animated by the Juice) Am-ing and Geigering*

Have you ever had the experience of being somewhere and then suddenly having some strong emotion come over you? When entering a church where a funeral or wedding is held one can feel the grief or anticipation present in the group. Going to a sales or business meeting and having a sense of the predominant feeling of the room. *We call this*

*being animated by the Juice.* This is a two sided phenomena of emotional communications we call: **Am-ing** (emotional radiation) as the sender, and **Geigering** (emotional intelligence or empathy) as the receiver. This is usually a case of reciprocal stimulation which acts as the underlying carrier wave of mood can and is often conveyed by tone of voice, facial expression, body posture, stare (eye contact or lack their of). Pay attention to the emotion and name it.

1. If is it not something originating in you then the intensity of the Juice will go down. What is left over, say it drops from a 9 to a 4 in intensity, the 4 represents your stuff.
2. If reaction within you increases when you name it, then it is primarily your Juice that has been triggered.
3. If you name and get gotten on the situational context and the emotion that is present, the next thing that may happen is that the emotion and or the memory shift to something altogether.

### **Self Reflection and Our Mirrors**

One of the more profound and deeply disturbing ideas put forth by many Eastern philosophies and espoused by the New Age Movement is: "You create your own reality." What does this mean?

Basically, the idea suggests that your spirit put all the people, places, and lessons in your life by design. Granted, this does not mean that your personality knew anything about it in advance. Or, that your personality will even be able to determine the reason some event has come your way. But looking at your life as if some part of you brought in those events and feelings for some deeper purpose or learning equips you with a much greater potential to exert influence over the event. At the very least, gain power around an inner experience where previously you felt powerless.

One of the advantages of choosing to hold the premise that "my inner being chose the outer events" is that you can help change the situation inside without necessarily changing anything or any one on the outside. Psychologist calls this establishing an "internal locus of control." When you have an internal locus of control your knee jerk, habitual, or unconscious reactions, can be governed by the discerning and potent part of your mind. You learn to consciously respond, rather react. This makes us feel stronger, have greater confidence and can provide a sense of inner peace that no outside event or person can shake. *Trace the source of the emotional intensity and being accountable for it!*  
*Inner Accountability equals Personal Power.*

## How does No Fault Communication™ work?

Human communication maps remarkably well in comparison to standard electronic transmission and reception models. Just like two radios or telephones, or any pair of sending and receiving devices, system noise and filtration difficulties, are the core for problems in the process.

The noise in the system between two receivers is

equivalent to degrees of distraction we are experiencing at any given moment, and the failure of the two people to be using the same language or standards. Such outside distortions can't always be addressed, but NFC is one of the best ways to help account for, if not eliminate, the external noise. At the same time, NFC can help to expose the inner system tension that is causing problems inside one of the two receivers.

No-Fault Communication™ is the philosophy, art, and science for analyzing and mapping the **Physics of Emotion**©. It is the forces within human beings that make them creators and not automatons.

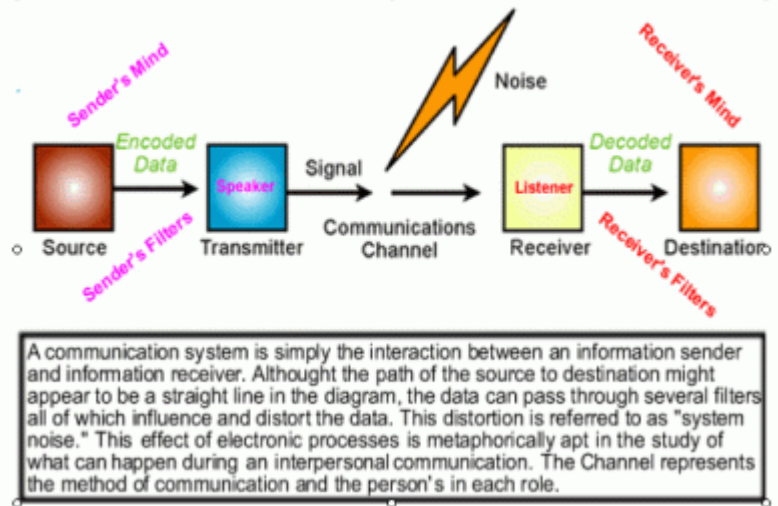
The NFC approach seeks to elucidate and elaborate on these subtle but profoundly powerful real workings in communication. When we speak, we broadcast intention. What we do either aligns or becomes attenuation (system noise) for receiving our request.

By educating people on how to discover and decipher the emotional content of any communication; then faster and more succinct information exchanges occur. These accompany constructive release of blocks in communication channels. Assisting people to relearn and give names to the authentic motivations using primary emotional labels will have a startling affect upon the way that everyone experiences interchanges. Labeling emotions and the thoughts they lock in place is far more than feel-good catharsis; it is a real means of eliminating costly systemic blocks on the human side of an information system.

Relinquishing these blocks frees one to explore more productive and fulfilling strategies.

Unless a person has completely resolved a former situation then a dye is cast and that emotion and the events that surrounded it (context) will continue to influence their

### Information Systems & Noise



choices until they *get gotten, and empty the emotional residue*. Habits like: limiting oneself to options that may or may not be available to them; repetitious use of words or phrases, or a distinct tone of voice, become invisible to us but are part of how we are identified by others. These types of condition we refer to as a **coping strategy**. Behaviors and thoughts vaunted as strong like acting: stoic, detached, objective, rational, or logical are commonly no more than strategies to convince ourselves that an emotion is not running us but that “we are in control of ourselves.” Bull! What often passes for rational thought is a numbness to such an degree that a person lost their ability to do anything but obediently follow a familial or cultural script. It is our premise that human beings actually radiate outward (AM) their repressed emotions.

The central attitude of the No-Fault Communication™ (NFC) method is straightforward: ***telling ones' own truth, and having it witnessed, is the key to being liberated from fear driven strategies that lock up ones potential and deprive us of peace of mind.*** NFC was designed to assist individuals and groups to clear the “noise” from their own internal information system which produces distorted communications. Recapturing the inner resources of previously stifled or repressed emotion can facilitate the greater funding of expanded creativity, the prized “outside the box” problem solving.

To declare my premise specifically, I believe that most people have difficulty expressing the category of harsh, painful or vulnerable emotions. It is these emotions that are most in need of liberation, and need most to be owned and released through the acknowledgement that occurs in Mirroring and other communication techniques. Yet, at the same time, the soft, pleasurable and warm emotions, like receiving heart felt acknowledgement, like naming someone's positive intent, can be equally as unfamiliar for people to hear as well. It is our foremost goal, in this No Fault Communication™ process to help people see each other as allies in need of listening to instead of an enemy one must defend against or shun. If we make it safe enough to openly risk authentically *expressing* an emotion to another person, then no matter what techniques or words or communication methods one employs their will be advancement in communication success. It is essential for your own well being that you begin to at least identify and admit to yourselves that you carry some of the emotion you strongly dislike.

Lastly, we acknowledge that there are those who are adept at expressing the harsh emotions, sometimes loudly, without reservation, and with malice. These are folks who are voicing secondary emotions and acting on strategies that are based entirely upon models that showed power is equal to intimidation. **It is common that the abuser was abused!**

# Communication Coping Styles

NFC recognizes four primary Communication or Strategic Coping Styles: **Dynamo**, **Inquisitor**, **Reserved**, and **Relator** as a short-hand in this work. These can assist you on a larger frame of reference to quickly identify yourself and where you *default tendencies* take you. Each is a general life strategy with tactics that are aimed, usually appropriately, hopefully productively, at generating desired outcomes. These four categories have unique and fairly consistent sets of strategies and attitudes associated with them. Any number of situational issues may call up the dominant coping style. Each has a positive and negative use for individuals coping with some primary context and/or specific emotion(s).



Each communication style can be learned, but usually, it is a more instinctively and embedded set of characteristics called Temperament. This means that one is able to modify their behavior, yet it does take effort and self-awareness to engineer this change.

**Behavior Preference Mapping (BPM)** will reveal the tendencies that underlie each communication style. The four dimensions are introduced here to show how all styles have to deal with common issues: **Inclusion (I)**, **Control (C)**, **Openness (O)** and **Adaptability**

**(A) or ICOA.** Each dimension is measured simply on a low-high scale from 1 – 10. It is quite possible that you have a different style of communication in specific life venues, circumstances, or relationships. (E.g. a person who is a Relator at work might be a Dynamo at home with the kids, Inquisitor at school, and Reserved in lover relationships.)

**Exercise:** Make 4 headings at the top of a piece of paper each using one of the words mentioned above. Quickly jot down the first number that comes to mind under each heading. **Ex. A)** Inclusion 9, Control 9, Openness 1 or 8, Adaptability 3, is a fairly common BPM set for a Dynamo. **Ex. B)** Inclusion 2, Control 8, Openness 3, Adaptability 9 is common for an Aloof. **Ex. C)** Inclusion 5, Control 9, Openness 4, Adaptability 4 is common for an Inquisitor. Relator's or Amiable's are often all over the board.

Each style is associated with specific tactics and ways of handling communications which relate to their personal context expressed in their BPM. In accordance with the precept that "like attracts like", each type will naturally gravitate to another style that shares some interdependency. Which style do you like the most? Which do you find yourself doing?

**Dynamo or Intimidator or Powerhouse:** . Dynamos usually seek safety with the strategy of taking control. Their positive intent is to lead and win. This person can talk as if there were a threat behind every statement. These folks naturally gravitate to the lead thinking themselves naturally the most competent...they are, in many cases. Can appear to be a bully by those who are not as direct like Reactors and a bore or someone to be tolerated by Reserves. Often leans toward the authoritative or autocratic postures. Declaration and demand are favored methods of one way speech. Questions are seldom used but when they are the tone of voice is "you'd better tell me the right answer." Often a forceful style that is good for command and control situations and delegation. These folks are usually great generals but not negotiators, or public relations people. On the ICOA assessment this style will tend to score high on control and competency, while adaptability is low. Often they secretly harbor the fear of being defeated or out of control. **Preferred Prey: Reactors.**

**Inquisitor or Interrogator or Discoverer:** Inquisitors usually use strategies to gain safety by gathering data: "foil them with facts." Their positive intent is to have the right answers. They like the challenge of finding new and interesting things to investigate and experiment. Uses questions to keep attention away from themselves. This is the skeptics, researchers, and lawyers approach to interactions. Very useful in job roles where data and detail have to be tracked and assessed. These people are best utilized in helping to track down missing items since they are methodical. Yet, sometimes they get so caught up into

data about others that they can become the busy body. They might seek out Relators and bleed them for information using either formal or informal lines of communication. Can be very good at problem solving but not delegating. Tends to fear imperfection that can lead to his/her ruin because they could not perfect or predict a strategy to circumvent failure. Can value openness in others, and often wants control over what he/she is doing. Secretly fears too much attention and being misinformed. **Chief Adversary: Reserves**

**Relators or Reactors or Amiable** - Relators want to establish alliances and have people agree "to buy-into their party line." Their positive intent is to feel needed, a part of a team, to be appreciated. In many ways the most emotionally honest but most vulnerable of the styles. Problems create great discomfort in this type and therefore they want to handle or avoid conflicts issues immediately. They can be the first to offload responsibility. Paradoxically they might point blame and yet empathize with those who also have been "victimized" in the same way they have. These are the people that are most represented within the workforce. Their ICOA rating will tend to show them as high on openness and high on wanting to be included. While some Amiable's make it to the top on occasion, it is because they have a good balance of how to utilize their own intimidator or interrogator. The Reactor usually hates risk because of negative consequences. The Relator is liable to be the person who is most likely to utilize indirect communication statements. In contrast to the Inquisitor who will make "calculated risks". These folks are often afraid of being "caught".

#### **Chief Defender and Attacker: Intimidator**

**Reserves or Aloofs or Withholders:** Reserves feel safe and have control by the deliberate filtering of information. They often like the outsider role (low inclusion). Their positive intent is to live with independence, freedom, and autonomy. Can be aloof even to the point of seeming arrogant, detached and uncaring of any other people. Often very shy, these folks share information when they know it is of strategic importance, yet it might take effort to get them to reveal it. Excellent at holding confidences and collecting information surreptitiously as to avoid notice. They can make interrogators crazy because these folks tend not to volunteer information or divulge feelings. Secretly, these folks are afraid to be seen as incompetent and therefore vulnerable to what they perceive to be threats to themselves. In terms of ICOA, these folks might want to be included in the right circles, but will tend to be low on openness. Depending on their secondary style, their degree of control can vary greatly. Excellent negotiators since they will get more than they give. Make sure to check the details for your own protection. **Primary Nemesis: Interrogator**

## **Guidelines for Germane (Succinct and Meaningful) Communication**

1. Who is my audience? (intimate or superficial? Peer, superior, subordinate?)
2. What does the person need to know? What do they have a right to know? Do I have the authority to convey that information if I knew some aspects?
3. What is your obligation to share information with that person? (ethical or duty or moral)
4. At this moment, is there too much or too little data to convey? How do I communicate that fact? Who is the right/useful/informed/authoritative person to consult with?
5. What is your motive for withholding or for conveying certain information?
6. Am I attempting to avoid the persons reaction? Why?
7. How quickly am I getting to the point of my message? Am I leading with an explanation or defense or justification in advance of making my point or conveying the data?
8. What is the data that I need to communicate to that person. Do the words address or describe the issues? Am I choosing the correct terms?
9. What is the level of significance or feeling that my audience has regarding this subject or item? Am I as the transmitter conveying the true known significance of the message or the consequences that might happen because of the information?
10. What is my relationship to the person I am addressing the communication? What are the levels of formality, intimacy, and safety that exist between us that affect how I speak or write? Do I perceive a potential for threat because of the power differential between us?
11. Am I telling myself things like “here we go again!” Or, “I knew it would work out like this it always does.” Or, “why bother, whenever I try I never get anywhere.” Or something else?
12. How do inferred communication elements like: tone of voice, volume, facial expression, body language and verbiage chosen convey something indirectly?
13. Do I have an agenda I haven’t realized and hence not shared?  
Is there something that I am not saying because I am concerned with how it will make me look, feel, or what it might reveal?
14. Is there a phrase or aspect of myself that is whispering something different than what I really want to say?

## **Conclusions About NFC and being Gotten and Full of Enthusiasm**

**We only have one life in this body, with this identity. When we live it trying to create our future because we are afraid of recreating the past, we live on fear!** The NFC process is designed help you get out of fear and into the highest levels of peace and tranquility that you are capable of having. When you are able to recognize fear as a driver, *our method can help you cope with the fear and deal with problems, not avoid them!*

Embracing life, and learning to frame every incident, even the unpleasant ones, as part of the “wow this is really neat, look at what my life is showing me” attitude, causes one to look at life as a playground or at least an adventure. In this place, we have enthusiasm and not dread for being alive. The NFC helps you shed the *baggage* or unresolved emotion while discovering the gold of learning that was present in even in the most difficult and painful of situations.

The NFC is not a magic bullet! In fact, every aspect of NFC technique and philosophical cannon can be traced to tendencies that happen in communication all the time. That tendency is that people get gotten! The value of NFC is that it identifies those tendencies that happen to all of us in a random fashion, and then reduces and refines those to core processes. Thus, triggers and events that occur naturally within human interaction can be dealt with greater alacrity, causing communications to feel more authentic, potent, and with greater hope for significant mutual understanding. Hence, people experience the outcome of communication as more complete and accurate if not with enhanced satisfaction. As this model, or something like it reach center stage in human interactions, replacing the accusation and punishment now in place, problem resolution and personal growth will happen with more frequent regularity When individuals dedicate themselves to learn how to be Meta (true adult un-attachment!) this outcome will occur en-masse.

It is from the Meta space, that all information can be heard and judged against the needs for immediate safety, or a stable long-term plan based upon a clear assessment of a current situation. Meta space is the highest form of being present and allows us the greatest degree of available attention and ability to see the greatest number of options. It is when we hold ourselves as the engine of our own life creation instead of victims of circumstance imposed upon us that we are empowered with the strength and courage to know that we are free to accept and make change in our lives.

There is only one item that remains constant during these transformations: you, your SELF! It is imperative to bring all lessons back to the self, and be accountable that you were the source of them all! Why? Because, if one allows for any places in their life where

somebody else is the cause or source of your emotions or actions, then real freedom is lost to you having to blame the other person for being themselves. You open the door to believing you are helpless in some areas of your life. That belief is only sustained by fear. Fear is good for warning us to immediate and tangible dangers. But when Fear, as mentioned before, holds us in some abstract and nebulous peril; then all of our hopes, desires and dreams, are hostage to it. And worse, when we allow someone: my husband, my kids, my parents, my boss, or something else like: my broken past, the weather, the democrats ,the republicans, the astrology, my failures, my illnesses, my condition, etc. to be the dominant force, then it becomes the place where I hand over my power to decide.

The NFC Principles describe what assumptions about life are adaptive and both pro-survival and pro-evolution. The Human Energy System (HES) approach lays out the dynamic interchange between aspects of the Psyche. If you are able to begin to comprehend how each sub-system functions, you will find that the first person you stop considering as an adversary will be yourself! From there, you will tend to see those shared human dilemma's with which every person struggles. With your filters clear from preconceived notions, and sharp from the skills of Mirroring, your communication system will be able to detect much more accurately and efficiently real friend from foe. One will come to the realization that, in the words of that noble cartoon character Pogo, "I have seen the enemy and he is us." And indeed, then you can turn and deal with the enmity you hold up toward your own eyes for viewing where you, yourself hold enmity against the world.

This is the message of this brief primer. The NFC is an amazing tool and set of assumptions to help you feel empowered to get through life, not escape it. Dive into life and worry less about how you look, who is judging you, and more about are you getting what you really want.

### **Testing the truth of your words by observing your Actions! (Fact Checking)**

Do you walk-your-walk? Can you put-your-money where your mouth is? These are simple expressions of congruence between your stated words and your deeds. On one level, people come to know us by this comparison. Whether we label that information, judgment, observations, facts or opinions about the other person, we all know what it means

One of the simplest and most powerful of life premises I hold is that: *Life is a function of Agreement!* Whether those agreements seem to be at the mechanical function of the Universe like: gravity, electro-magnetism, metamorphosis, rotation of the sun and moon, heart beat, evolution, etc, any failure of these to hold true are catastrophic. But more conscious ones like the agreement we all share to observe traffic lights, or pay taxes, or

view the tiny green pieces of paper as having value, is all a function of agreements taken for granted. But the agreements that we make from fear, or make and then break; or often more powerful in our lives are the ones we do not make at all. When we break agreements, fail to observe them, or choose not to make an agreement on our own behalf, is where we abdicate power! Most people think themselves as being consistent with keeping agreements. *All too often this is not the case!*

There are two basic forms of agreements: those we make with others, and those we make with ourselves. When we keep agreements we begin to form a track record of consistent follow through. This leads to the formation of trust and confidence.

**Law of Agreements - There are only three things you can do with agreements:**

***1) Keep them. 2) Break them or 3) Change them.***

When a person fails to keep agreement with themselves', self-confidence begins to wane and motivation is affected. Work becomes a kind of drudgery that has with it the fear of loss, retribution, and possibly punishment if not done. A steady diet of this form of self-reinforcing behavior will end up in a drop of performance eventually leading to layoff. When a business fails to keep agreement with their customers, those customers eventually stop using their goods or services. On a human level, nobody wants to hear continuous excuses or worse yet feel like you only want them for their money. Yet, for a businessperson, broken agreements from a supplier ultimately affects the *bottom line*, leaving that business person perhaps the unwanted but necessary choice to take their business elsewhere. American business is demonstrating this lack of faith to its customers.

It is up to you whether you keep agreements or not. But a continued record of broken agreements will suggest a person who doesn't care, at least is not interested in looking at the issues that affect those agreements. A person hesitant about making agreements may reveal someone who is cautious or prudent at the way they spend their energy. But very often, not making and certainly not keeping agreements with oneself is a mark of unwillingness to take risks in their lives. And perhaps a person who shows a failure to make or keep agreements is not a person you would want to be in relationship with. Why? If life is a mirror, then why would you want a reflection of that type of person or behavior?

This last question of course has ramifications for many other types of relationships, including your marriage, significant other or friends, employment: either boss or subordinate, and with greatest challenge: your children or perhaps even parents even your country of origin or religious beliefs. When after all the attempts to get gotten by these agencies or individuals, you might find it necessary to make a new agreement for your life and move on.

# **Going to the Next Level – What’s Your Porpoise?™**

Many people do not realize nor have had it suggested to them that the first agreement, and indeed first commitment, is to themselves. And then most potent and substantive agreement one can make is the connection to ones own Life Purpose.



When a person deliberately and consciously engages those activities which bring him/her joy and enthusiasm, while at the same time effectively provide an act or presence that only he or she is capable of delivering, then that person is living on Purpose!

After working with the NFC principles and processes, you will begin to question some basic beliefs about your world and your place in it. This might be a fundamental shift in your identity or the direction and way you live life. All these inspirations are the new motivation for your journey to get on the path of Life Purpose.

**What’s Your Porpoise™ Seminars** are a way of furthering the NFC process of learning new skills while deepening your understanding what is required of you in the common or shared world. You are invited to see where your passion fits into life and how and where is the best of life’s arena to express it.

## **Level I - Discover Your Porpoise™**

Learn the primary elements of Life Purpose, and the 7 True motivational engines that sustain your ability to perform and grow your Porpoise. Come away with the deeper sense of how to evaluate and take congruent actions.

## **Level II - The Porpoise Dives Deeper™**

Find out where and why your Porpoise is floundering or gasping for breath! We refocus on the clarity and accuracy of your Porpoise statement. We introduce tools to locate and unlock the beliefs and behaviors that might be hindering the implementation of your porpoise in daily life.

## **Level III - The Porpoise Rises to the Surface™**

We begin the process of how to implement your Porpoise so that it swims in the seas of your daily life. And continue to refine your experience the positive effects with others. Focus is on time management and planning.

## **Level IV - The Porpoise Joins Its Pod™**

Porpoises work together and swim in groups. They collaborate because it is good for their individual success and because there is power in numbers. But where is your pod? We analyze what social/enterprise playground best suits your Porpoise.

***Take a Deep Breath, Dive In, and Swim! Live Your Porpoise! ©***

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