

*I see your book becoming
a best seller, and your
message spreading out
across the nation.
So simple, I don't know
why no one has
discovered it before.*

-Rob Merlo, Engineer

Dear Listener:

If you wish, you can certainly listen straight through any chapter in this Book-On-CD, ***Taking the War Out of Our Words***. At the same time, I want the CD to be a good resource for quick reference. I have created the tracks with the intention of making it easy to find exactly what you want. For example, every type of question in the chapter on "Formats for Questions" is on a separate track. All conclusions and summary lists also have their own track for fast review.

This booklet not only lists the tracks on each of the 12 CDs, but also provides you with an outline to remind you of the skills you will be learning. Since I give away the book free when you buy the Book-On-CD, you can also use the index of examples in the book as a guide. It can help you find the appropriate CD and track when you want to reference how to handle a specific issue – such as with a family member or someone at work. I hope you enjoy the CDs and gain much you can use in all your relationships.

**With Care,
Sharon**

CD #1: Introduction, Chapters 1 & 2

1. **Book Introduction:** It's Just Human Nature – Or Is It?

Part I: The War Model: A Traditional System For Communicating
– Based on Defensiveness & Power Struggle

Chapter One: Defensiveness: The Only Self-Protection We Know

2. Introduction & Defensive Barriers in War and Conversation
3. Defacing the Enemy: Seeing the Other Person as Adversary
4. Hiding Information & Vulnerability
5. Does Defensiveness Protect Us?
6. The Making of Power Struggle
7. Four Aspects of Defensive Behavior in any Interaction
8. Power: An Object to Fight Over
9. Power Struggle as Addiction
10. *Summary List: 7 Characteristics of Power Struggle*
 - Like Flies in a Jar
11. Basic Categories of Defense; Fight, Flight, & Surrender
 - Defensive Modes as Personality Types

Chapter Two: Surrender

12. **Surrender-Betray:** Co-Dependent Personality Type
13. Surrendering Out of Fear of Loss
14. *Conclusion: Surrender-Betray*
 - Betraying Others and Ourselves
15. **Surrender-Sabotage:** Passive – Aggressive Personality Type
16. Reneging on a Commitment:
 - Maligning • Martyrdom • Procrastination • Carelessness
17. Sequential Contradictory Statements
 - Compliment-Insult • Yes-But • Sorry-Not Sorry
18. Attacking Humor: Sarcasm • Prejudiced Jokes
19. *Conclusion: Surrender-Sabotage*
20. *Summary List & Definitions: 12 Formats for Surrender-Sabotage*

CD #2: Chapters 3 & 4 Defensive Modes: Withdrawal & Counterattack

1. **Withdraw-Escape**: Passive Personality Type
Withdrawal: Physical • Mental/Emotional • Verbal
2. **Withdrawal**: Veneer of Responsiveness
3. *Conclusion: Withdraw-Escape*
4. *Summary List & Definitions: 7 Formats for Withdraw Escape*
5. **Withdraw-Entrap**: Vindictive Personality Type
6. **The Stare Down**: Blaming Others • Avoiding Accountability
• Negotiations • Insecurity • Coercing a Commitment
7. **Withholding Information**
8. *Conclusion: Withdraw-Entrap*
9. *Summary List & Definitions: 8 Formats for Withdraw-Entrap*
10. **Counterattack-Justify**: Defensive Personality Type
11. **Giving Others Ammunition** • A Sign of Weakness
12. *Conclusion: Counterattack-Justify*
13. **Counterattack-Blame**: Aggressive Personality Type
• Disguising Blame • Accelerating from Defense to Attack
14. **Blaming to Defend Our Own Desires & Intentions** • Blaming to Control Others
• A Cultural Epidemic of Abusiveness
15. *Conclusion: Counterattack-Blame*
16. *Summary List & Definitions: All 6 Defensive Reactions*

CD #3: Chapter 5 Common Misuses of our Basic Communication Tools

1. Introduction
2. **Questions**: Traditional Definitions • Villains in Disguise
3. *Misuse: Questions as Disguised Statements & Judgments*
4. **Voice Tones Causing Defensiveness**
5. **Body Language that Causes Defensiveness**
6. **Phrasing that Causes Defensiveness**
7. *Misuse: Using Questions to Entrap Others*
 - Multiple Choice with No Right Answer
 - Incriminating “Yes” or “No” Questions
 - Leading Questions
 - Formats for Entrapping Questions
8. **Statements**: Lords of Truth • Making Adversarial Statements,
 - *Misuse: Objectifying: Dictating Reality • Representing Opinion As Fact*
9. *Misuse: Convincing: Emotional Appeal • Coaxing & Coercion*
10. **Predictions**: Foretellers of Doom
 - *Misuse: Punitive Predictions*
11. *Misuse: Falsely Threatening Predictions*
12. *Misuse: Using Rewards to Manipulate*
13. **The Current Real World**
 - **Process Determines the Outcome**
 - **The War Model – An Airtight System**
14. *Summary List & Definitions: Misuses of our 3 Basic Forms of Communication*
15. *List: Defensive Attitudes & Behaviors*

Part II: Non-Defensive Model: Tools Instead of Weapons

Powerful Non-Defensive Communication (PNDC)

- Eliminating Defensiveness & Power Struggle

CD #4: Introduction, Chapter 6 Non-Defensive Questions: Nature & Function

1. **Introduction:** Crafting a New Way to be Normal
2. *List: Non-Defensive Attitudes & Behaviors*
3. **Chapter 6 – The Question**
 - Curiosity Didn't Kill the Cat – It Won the Peace Prize
 - Nature: Curious • Innocent
4. Nature: Open
5. Nature: Neutral • Inviting
6. Function: Gathering Up Information
7. Effect: Staying Open to More Information
8. Effect: Disarming
9. Effect: Establishing Separateness
10. Effect: Asking for Clarification
11. Effect: Holding Others Accountable
12. Taking Quantum Leaps in Personal Growth

CD #5: Chapter 7 12 Formats For Non-Defensive Questions

1. The Blueprint Hidden in the Words
 - Generalizations • Many People, Many Languages
2. **Content Questions:** Getting the Story Straight
 - Who • Where • When • What • Why
3. Inverting a Statement into a Question
4. "What Do You Mean By?" Questions
5. Asking about Our Own Assumptions
6. Questions about Quantity & Degree
7. Questions that Compare & Contrast
8. Asking about Contradictions
9. Questions about Past, Present, & Future
10. Asking a Question in First, Second, & Third Person
11. Questions about VERB Elements
 - Value • Emotion • Reasoning • Behavior
12. *Summary List & Definitions: Content Questions*
13. **Process Questions:** Looking Behind the Scenes
 - Questions about Involuntary Reactions
14. Questions about Attitude
15. Questions about Motive & Intention
16. *Summary List & Definitions: Process Questions*
 - Varying the Formats in One Conversation

CD #6: Chapter 8

The Statement: Nature & Function

1. **The Statement:** Vulnerability and Power Join Hands
 - Nature: Open
2. Nature: Vulnerable
3. Nature: Direct
4. Nature: Subjective
5. Nature: Descriptive
6. Function: Laying it All Out on the Table
7. List: Questions – Mental Preparation for Non-Defensive Statements
8. Effect: Courage, Freedom – and More
 - Establishing Our Own Position
9. Effect: Disarming
10. Effect: Separateness
11. Effect: Accountability
12. Effect: Clarification
13. Quantum Leaps in Personal Growth

CD #7: Chapter 9

4 Formats for Non-Defensive Statements

1. Introduction: House Remodeling Story
2. **Step 1:** Interpreting the Overt Message
 - Identifying our Assumptions
 - Varying the Beginning Phrase of the Feedback
 - Confining the Description to the Overt Statement
3. **Step 2:** Interpreting Covert Messages
 - Separating Covert from Overt Messages
 - Making Detailed Observations
 - Naming Contradictions Between Overt & Covert Messages
4. **Step 3:** Interpreting the Cause of any Contradictions
 - Stating our Assumptions about the Other Person's Motives
5. Benefits of Using the 3 Interpretive Formats
6. **Step 4:** Expressing Our Reactions with Integrity & Passion
 - Value (beliefs) • Emotion (feelings) • Reasoning • Behavior
7. Using All 4 Statement Formats Together
 - An Abbreviated Form
8. The Longer Version of the Statement
9. The Feedback Loop – The Importance of Giving Feedback
10. Summary List & Definitions: Statement Formats

CD #8 Chapter 10

The Prediction: Nature and Function

1. The Prediction: A New Prescription For Security
2. Nature: Firm
 - Protective • Foretelling • Neutral
3. Nature: Definitive • Absolute • Double-sided
4. Function: Creating Security Through Predictability:
 - For Others • For Ourselves
5. Effect: Respect, Reciprocity – and More
6. Effect: Protecting Ourselves Effectively
7. Effect: Creating Clear Boundaries
8. Effect: Separation
9. Effect: Accountability
10. Effect: Disarming
11. Quantum Leaps in Personal Growth
12. Respect
13. Competence
14. Self Esteem • Reciprocity

CD #9 Chapter 11

2 Formats for Non-Defensive Predictions

1. Introduction
2. **Limit Setting – Type I: My Consequences**
 - List: Identify the Problems in any Interaction
 - List: Identify the Needs You Want to Meet

3. Identifying the Core Issue
 - List: Core Issues
4. Determining Each Person's Motive in Maintaining the Current Situation
 - List: Questions for Self-Evaluation
5. Creating the Consequences
6. Selecting Small Consequences
7. Using a Self-Contained Consequence
8. Giving the Other Person Control Over the Duration of the Consequence
9. Considering the Range of Effects any Consequence Will Have
10. Summary List: 4 Characteristics of an Effective Prediction
11. Committing to the Consequences We Predict
 - Commit Before Verbalizing
 - Not Following Through is Breaking a Promise
 - Not Following Through Creates a Counter-Consequence
12. Implementing the Predicted Consequence
 - Be Timely
 - 3 Formats for Avoiding Discussion or Argument
13. Avoid Bargaining
14. Be Firm • Be Thorough • Be Consistent
15. Summary List: 5 Guidelines for Implementing a Consequence
16. Incremental Consequences
17. **Limit Setting – Type II: Challenge-Choice: Life's Consequences**
 - Guidelines: How to Use This Format
 - When to Use This Format
18. Clear Predictions Balance Responsibility with Freedom
19. Summary List & Definitions: Questions, Statements, & Predictions
 - Non-Defensive Nature & Function
20. Summary List & Definitions: The Effects of Using PNDC
21. Summary List & Definitions: Eight Formats for PNDC

CD #10: Chapter 12 **The Non-Defensive Mind & Heart-Set**

1. Preparing to Be Non-Defensive
 - Pacing Ourselves
2. Saving Time & Energy
3. Monitoring Our Own Intentions
4. Questions to Ask Ourselves about the Quality of Our
 - Questions • Statements • Predictions
5. Releasing the Outcome
6. Being Willing to Be Both Vulnerable & Direct
7. Dealing with Hurtful Feedback
8. Acknowledging Our Own Accountability
9. Respecting the Other Person's Right to Refuse
10. Maintaining a Non-Defensive Posture
11. *Summary List: 8 Characteristics of The Non-Defensive Predisposition*
12. Selecting Practice Methods
13. *Summary List: 7 Ways to Practice*
14. Imperfection
15. Communication as a Transfer of Energy

CD #11: Chapter 13 **The Practice of Becoming Non-Defensive**

1. Short Versions of the Non-Defensive Process
 - Varying the Order
2. Using Some of the Steps and Skipping Some
3. Short Responses to Defensive Reactions
4. Non-Defensive Communication in Various Types of Relationships
 - **Peer Relationships**
5. The Weight of Negative Social Sanction
 - Sally & Marcus: Dialogue Showing all Eight Formats
6. Non-Peer Relationships
 - **Family Relationships**
7. **Supervisory Relationships**
8. **Group Relationships**
9. Divisiveness in Group Relationships
10. Understanding Habitual Destructive Patterns in Group Interactions
11. The "Nay-Sayer" in any Group
12. *Conclusion: A World of Opportunity*

CD #12: Book Conclusion: Peace and Power

A 15 minute discussion of the wider ramifications of using *Powerful Non-Defensive Communication (PNDC)*:

- How PNDC can change the way we use power in our interactions with each other
- How it alters our human experience at deeper levels
- How we can begin to create real and sustainable healing and change in our local and global communities.

Powerful Non-Defensive Communication is the missing link that bridges the gap between our desire to communicate effectively and our ability to actually do so.

- Robert Brownstone, Corporate Educational Specialist

Sharon Ellison's book is terrific and so are her workshops. I hope she reaches a critical mass, so we can all improve our lives personally and globally.

- Vivienne Verdon-Roe, Academy Award winner, Women for America, for the World

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