

C.S. Lewis & Co. Publicists

Dear Editor/Producer,

When was the last time someone really listened to what you had to say without interrupting, giving advice, or disagreeing with you? When was the last time you calmly listened to another's problem without trying to soothe his or her feelings, offer an opinion, or extract more details? Communication is a basic human tool, yet most of us don't use it to its full potential.

Readers who want to influence others and be highly effective in their personal and professional relationships will benefit from the tips and techniques in a new book by communications guru DAVID B. WOLF, PhD, LCSW, called *Relationships that Work: The Power of Conscious Living* (Mandala Publishing, 2008, \$14.95).

In this practical guidebook, Dr. Wolf teaches "transformative communication," a way to be fully conscious while you're talking and listening in order to extract more meaning and honesty. It includes examining assumptions, learning attentive body language, having the right intention, and engaging in empathetic dialogue that elevates both listener and speaker.

Learning the principles of transformative communication not only improves your leadership abilities, professional effectiveness, and personal relationships, but it can also lead to profound spiritual insights and growth.

Dr. Wolf introduces the concepts, techniques, and tools of transformative communication and provides hands-on exercises, including role-playing dialogues, quizzes, and question guides. Readers learn such skills as being assertive, leveraging silence, and deflecting hostility—all of which can be applied in the workplace. The goal is not only to be a more effective communicator, but also a more conscious person.

Dr. Wolf has more than twenty-five years of professional experience in social and mental health service. As the founder of Satvatove Institute in north Florida, he teaches business leaders, professional people, and spiritual seekers how to use transformative communication to improve their life and work.

He is an accomplished and charismatic speaker who inspires all kinds of audiences to think about speaking, listening, and self-talk in fresh, useful ways.

Thanks for your time and consideration.

Warm Regards,

Cathy Lewis

Transformative Communication

A new way of communicating that can change your work, relationships, and self.

When practiced as a discipline, conscious communication offers a path to self-knowledge and fulfillment. It enables you to interact in powerful new ways, uncover truths about yourself and others, and exercise greater influence in your world.

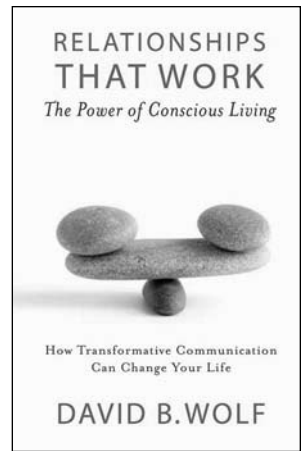
That's the idea behind a new book by communications expert and personal coach DAVID B. WOLF, PhD. In *Relationships that Work: The Power of Conscious Living* (Mandala Publishing, 2008, \$14.95), Dr. Wolf introduces practical techniques for changing the way you listen, talk, use your body, behave, react, and ask questions in order to attain a higher level of understanding and effectiveness.

We assume communication is about dialogue with others, but it's also about what we say to ourselves. Dr. Wolf presents principles, strategies, and tools to transform this inner talk and radically alter our experiences of self and others. Doing so has applications for everything from combating emotional eating to setting career goals.

Readers also learn:

- 10 common roadblocks to effective communication
- How to practice empathetic listening—the secret of successful CEOs and influential business people
- How to use mirroring to help someone solve a daunting problem or become inspired to act
- Tips for neutralizing hostile, aggressive people
- How to be assertive in challenging situations
- How to ask questions that improve the quality of dialogue
- How to find hidden motives behind communication styles

Practicing the essential principles of transformative communication leads to mastering relationships—at work, at home, and with yourself. *Relationships that Work* is both philosophical and practical, providing concrete methods readers can use to be heard, make a difference, and be more effective in everything they do.



Research has shown that in a multitude of professions, including police work, financial consulting, and sales, higher empathy in communications correlates positively with better performance, better results, and more satisfaction.

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About the Author

DAVID B. WOLF, PhD, LSCW, is a life skills coach and social worker, a communications specialist, a sought-after teacher and speaker, and the author of *Relationships That Work: The Power of Conscious Living* (Mandala Publishing, 2008, \$14.95).

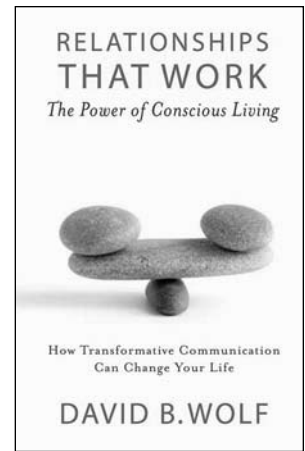
Dr. Wolf holds a master's degree and a PhD in Social Work from Florida State University, and a BSc in Psychology from Penn State University. As part of his doctoral studies, he developed the Vedic Personality Inventory (VPI), a personality assessment tool based on Vedic psychology. He has more than twenty-five years of professional experience in a variety of social and mental health fields, including counselor training, medical social work, and children and family counseling. In 1998, he started the Association for the Protection of Children, an international child protection agency, and served as its director for six years. For many years, he counseled and healed child abuse survivors.

Dr. Wolf founded Satvatove Institute (www.satvatove.org), a nonprofit organization based in north Florida dedicated to educating people in transformative communication and principles of spiritual empowerment. He has conducted Satvatove seminars in more than a dozen countries, and has coached thousands of individuals and organizations in transformative communication as a way to effect positive change in their lives. Satvatove's programs provide spiritually based personal and group transformation through empowered communication, courageous introspection, and purposeful action.

He penned a previous book entitled *Krsna, Israel, and the Druze: An Interreligious Odyssey*, about his personal adventures in the Middle East, where he lived and managed a business for eight years. He has also published in journals such as *Psychological Reports*, *Social Work*, and *Journal of Indian Psychology*.

Dr. Wolf is a charismatic and inspirational speaker who uses humor, anecdotes, and dialogue with his audience to bring communication concepts and spiritual principles to life.

He lives with his wife and two children in Florida.



Research has indicated that about 55 percent of communication regarding feelings and attitudes is nonverbal, meaning not related to our voice in any way.

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Segment Ideas / Interview Topics

The Ten Most Common Roadblocks to Effective Communication

Learn to identify and avoid knee-jerk responses in conversation.

Being able to help someone who comes to you in an emotionally charged situation is not as easy as it seems. Dr. Wolf says most of us fall into a trap of advising, arguing, reassuring, psychoanalyzing, or any of many communication roadblocks we set up instead of actually listening to each other. Learn:

- How to recognize the ten most common roadblock responses
- How to respond in a way that is helpful and motivating
- The basic techniques of empathetic dialogue

The Right Way to Give Feedback

Learn a more effective way to coach coworkers.

In the workplace, your ability to give and receive feedback effectively is a valuable skill. Dr. Wolf offers new ways to use the tools of transformative communication to deliver better feedback. Learn:

- How to use the WIN strategy to be both assertive and compassionate
- How to use the tool of immediacy—or you-me talk—to spark higher-level relating
- How to recognize and share a “withhold”—anything that’s blocking a clean exchange between you and another
- Tips on accepting feedback with gratitude

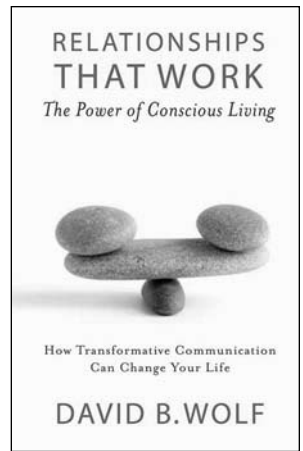
How to Deal with Difficult People on the Job

Expert offers new workplace communication tools and tips.

Every day in offices across the country, people are coping with bully bosses, uncooperative team members, negative coworkers, and other people who try our patience at work. Dr. Wolf offers help. Learn:

- How to use empathetic dialogue techniques to have a reasonable dialogue with a hostile person
- How to express yourself without resorting to passivity or aggression
- How to adopt body language conducive to good communication
- How to deal with difficult people who are martyrs, depressed, fearful, jealous, and more

—MORE—



Be Assertive Using the WIN Strategy

W = What happened.

First, state the facts.

*I = Inner feelings/
thoughts.*

Use “I” statements to express your emotions.

N = Needs and wants.

Tell the other person what you want, again by using “I” statements.

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Lose Weight through Conscious Self-Talk

How transformative communication can change your eating behavior.

For years Donna struggled with weight, until Dr. Wolf showed her how her self-talk was keeping her in a holding pattern. She was following the Have-Do-Be model of thinking: If I *had* a thinner body, then I could *buy* different clothes, and *be* happy at last. He showed her how to apply Be-Do-Have self-talk, instead. Learn:

- How to be satisfied with who you are first, so that changing behavior and achieving goals become easier
- How to use the concept of “clear intention” to stop emotional eating
- Real-life case examples of people who lost weight by using conscious self-talk techniques

Combating Compassion Fatigue

Learn to defend yourself against absorbing others’ pain.

People in the helping professions, such as social workers, therapists, and healthcare workers, often get depleted from constantly taking on the pain of the people they’re helping. Dr. Wolf offers self-defense strategies and discusses:

- How to create emotional boundaries through your choice of language
- The right way to say no—and mean it
- A self-test for assertiveness

How to Attain Any Goal—no Matter how Ambitious

A new way to set and achieve personal and professional goals.

Many coaches tell people to “fake it till you make it.” Dr. Wolf disagrees. To achieve a goal, whether it’s related to your health or career, you must first make a commitment and a compact with yourself. He explains:

- Why you need to be specific when setting a goal
- How to express your goal in measurable language
- How to align your goal with your values
- How to set yourself up for success by being realistic
- How to designate a timeline for your goal’s attainment
- Case examples of clients who used principles of conscious living to achieve big goals

The Five A’s for Handling Broken Agreements

Acknowledge what you did.

Accept responsibility.

Account, or explain what happened.

Apologize, only after you have done the previous three A’s.

Amend, or do what you can to redress the situation.

How Empathetic Are You?

Take this quiz to find out.

Below are scenarios with statements, each followed by three responses. For each response, circle the answer that best matches your style of responding. See flip side for answers.

Example #1: Middle-aged woman to an employment counselor: “I can do these jobs better than most of these college graduates. I have so much life experience that gives me an edge in dealing with people—even though I never got a college education. I really cringe when I tell them I’m a high school grad and they just shut me out after that.”

- A) Maybe if you got an associate’s degree that would help in your job search.
- B) You’ve learned so much on your own. You’re really so smart.
- C) You know you’re educated and capable of doing many of these jobs effectively. You resent being labeled as “only a high-school graduate” and disqualified on the basis of that.

Example #2: Young man to his friend: “I’m just trying to be sociable, but I seem to alienate everyone by being overly friendly. I even think the reason I got fired was related to that, though they didn’t actually say it. And it doesn’t seem to work with women very well. I’ve been told my humor is over the edge. But I’m just being who I am, I think.”

- A) Everyone has their quirks and their strengths. You’ll be okay.
- B) You sound disappointed that people find your interpersonal style annoying or irritating. As far as you’re aware, you’re just being natural.
- C) Why don’t you tone it down. Listen more than you speak, and try not to be so insecure.

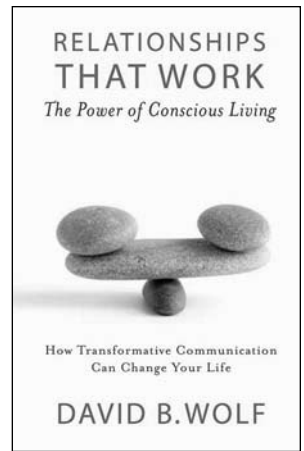
Example #3: Child, age ten, to parent: “I’m not cold. I don’t want to wear a jacket.”

- A) It’s almost freezing today. You’re stupid not to wear a jacket.
- B) So, you’re not feeling cold and you don’t want to wear a jacket.
- C) I know you think you’re grown up at ten, but my job is to teach you how to be responsible. When you get older, no one else is going to take care of you, so you should learn to do that for yourself now. So wear that jacket.

Example #4: Employee to colleague: “This is the third time this week my supervisor saw me get back from lunch more than a half hour late. I don’t know what’s going to happen now.”

- A) You’re scared because you think you might get fired.
- B) You’re a good worker. You can always find another job.
- C) You wouldn’t like it if you were the supervisor and one of your employees was always getting back late from lunch.

—MORE—



The physical aspects of proper attending behavior can be summed up as SOLE:

S = Sitting squarely

O = Open-body position

L = Leaning forward slightly

E = Eye contact

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Empathetic answers: 1-C • 2-B • 3-B • 4-A

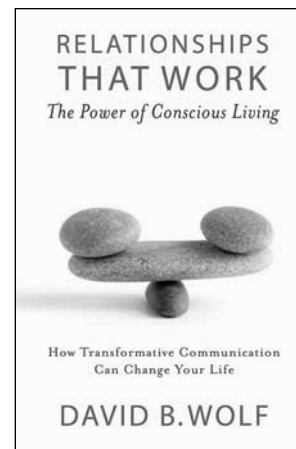
Sometimes when we think we're listening and being helpful, we're not. In example #1, *a* is giving unsolicited advice, and *b* is praising, without addressing the situation. In example 2, *a* is offering clichés and platitudes, and *c* is analyzing and ordering. In example 3, *a* is name calling, *c* is lecturing. And in example 4, *b* is minimizing or diverting, and *c* is preaching.

The best way to be an empathetic listener is to restate, as closely as possible, what the person said to you. This shows them that you really heard them, and gives them a chance to see themselves mirrored in your response. Conducting dialogue like this allows the other person to reach a solid decision on their own.

Studies in labor management discussions demonstrate that it takes half the time to achieve conflict resolution when all parties agree to accurately repeat what the previous speaker has said before responding.

Suggested Interview Questions

1. What is transformative communication?
2. How would you define empathic listening?
3. Talk about some common roadblocks to communication. Why, for example, do you consider reassuring, giving advice, or praising to be roadblock responses?
4. If you're a business leader, how can transformative communication help you to deal more effectively with employees?
5. What is Be-Do-Have, and how can people apply it to their daily life?
6. What are some basic ways to become a better listener?
7. How can managers use communication to create a "culture of trust" in the workplace?
8. What is the difference between men and women when it comes to empathy?
9. What are the best ways to diffuse hostility?
10. Talk about assertiveness, which you call the most desirable form of expression. How is it distinct from passivity and aggressiveness?
11. What's the best way to give someone constructive feedback?
12. What are "withholds" and how do they affect clear and honest communication?
13. How can parents use empathic listening to communicate better with their kids?
14. What are "grungies" and "payoffs"?
15. What's the best way of handling a friend or colleague when you break your word, such as arriving late or not doing what you say you will?
16. How do you apply the concept of win-win to transformative communication?
17. How can we change our self-talk to attain goals and change behaviors?



The essence of these techniques and principles—such as empathy, effective attending behavior, and appropriate silence—is to view the world from the other person's perspective.

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