

# ***Caring for Connection***

## ***Be Professional –stay Human***

Original title: Bemötandeproffs. Sweden 2011. Liv Larsson

Dear publisher,

My name is Liv Larsson and I am a Swedish author, consultant, mediator (focusing on mediation & communication) and a certified trainer in NVC(\*) (Nonviolent Communication).

I have just released my 12<sup>th</sup> book on the “Know how” of connecting people.

This is a book that clarifies how you can be professional while remaining at the same time human. Actually it shows that it is only when you are truly human that you can be professional. It is a great tool for anyone wanting to turn their workplace into a fun, efficient and meaningful place.

### **Key Features of the book**

- Gives tools on how to meet people in a human and professional way. (Guests, customers and co-workers)
- Helps the reader to say “no” and still keep their customers and guests.
- Gives plenty of simple and useful exercises and ideas that can be directly implemented.
- Presents ideas on how Email and phone calls can be used, or not, to enhance connection and communication.

### **About the Author**

Since 1984 I have worked as a coach, mediator and trainer and have helped more than a thousand individuals through mediation, leadership development and conflict management. In 2002 I became a certified NVC trainer; I have worked on a full time basis with NVC since 1999 and conducted more than one hundred workshops since then. Many of my workshops have been located in different parts of the world – in Germany, Thailand, Japan, Sri Lanka, Austria, Finland, Estonia and England.

To sum up I have more than 25 years of experience in professionally coaching, counseling and supporting people.

I have written 12 books on NVC (including a book on mediation that so far has been published in six languages), a book on anger, shame and guilt, one book on gratitude, 3 workbooks for individuals and leaders (in Swedish), a book about communication and humor (in Swedish), and 2 NVC books for children (which have been translated into Polish, Estonian, Finnish, English and French). At least one more book will be published in 2012.

### **2. International references**

- European University Center for Peace Studies (EPU), Austria
- Peace and Culture Foundation in Bangkok, Thailand
- United Nations
- Peace Ministry Vienna, Austria
- SANDHI org, (USA and Sri Lanka)
- Non Violent Peace force, Sri Lanka
- Savanna Connections, Finland
- Dojrzewalnia.pl/, Poland
- FISO, Poland

### **3. Personal Marketing**

- I have an extensive network in and outside the NVC community who would be willing to endorse and promote the book, including in the U.S. and among international NVC trainers and organizations whose names are known to a large part of the target audience.

- I have my own website ([www.friareliv.se](http://www.friareliv.se)), available both in English and Swedish

- I regularly do workshops and week-long trainings in Europe and Asia. In The coming year I have trainings planned in the USA, Australia, New Zealand, Germany, Sweden, Austria, Finland, Poland, Holland, France and England.

### **Chapter-by-Chapter Overview**

#### Foreword

#### Chapter 1 To see and be seen

Created for companionship and cooperation

My image of you is in the way of how I see you

A place beyond prejudices

See the person behind the label

Professional and human

Practice to look beyond labels and analyses of people

The first time you meet someone

A connection between two people depends on many components

Useful assumptions about connecting with people

#### Chapter 2 Objectives and goals

How the goals of an organizations influences day to day connection amongst individuals

Real life examples of how connecting leads to "better business"

#### Chapter 3 Cornerstones of Communication

Sticking to the facts

Needs, motivations, interests, dreams, wants and values

Present Requests

Body language

When people hear what we say as a criticism

When self-image is threatened

Listening to the core of the conflicts

Honesty

Humour and connection

Communicating with "difficult people"

"I'm sorry!"

Listening your way out of a conflict

#### Chapter 4 The group behind the individual

The receptionist - the storefront

The group's well-being affects the connection

To agree may be the worst form of support

Shame

#### Chapter 5 Saying no and staying connected

Three useful tips when you want to say no and stay connected

Dealing with reactions to your "no"

Guilt

Building trust

### Chapter 6 Connection

What is challenging for you?

Preparing for a challenging phone call

E-mail and connection

### Chapter 7 Inner preparation

Preparing for a situation based on demands and threats

Dealing with Anger

Preparing for up-coming challenges

### Chapter 8 Conflict management

### Chapter 9 The System and the individual in co-operation.

A real-life example of how Connection and communication can be part of changing structures and vice versa.

### Chapter 10 Tips for various dilemmas

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## Manuscript

1. Swedish version published in November 2011. Original language Swedish.

2. Manuscript Length: The Swedish version of the book has around 44 000 words, which corresponds to approximately 174 A5-format pages.

3. Original title. Bemötandeproffs.

Att möta andra med lyhördhet, utan att offra dig själv.