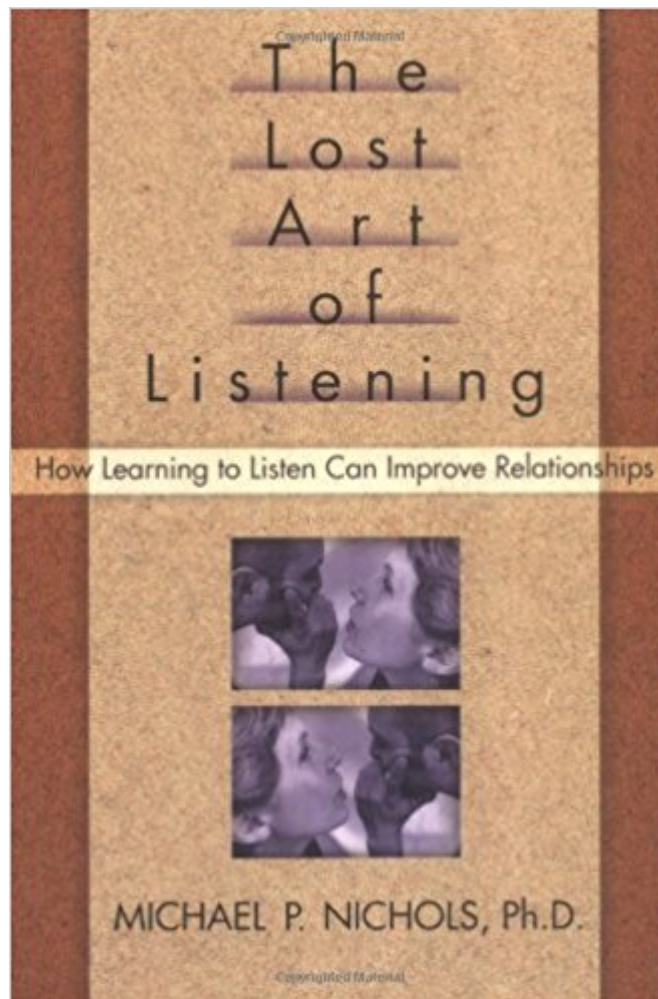


The book was found

The Lost Art Of Listening: How Learning To Listen Can Improve Relationships



Synopsis

Why do we often feel cut off when speaking to the people closest to us family members, friends, or colleagues? What is it that keeps so many of us from really listening? Michael P. Nichols answers these questions and more in this thoughtful, witty, and helpful look at the reasons people don't hear one another. His book, a guide to the secrets of listening and being listened to, is filled with vivid examples that clearly demonstrate easy-to-learn techniques for becoming a better listener. He also illustrates how empathic listening enables us to break through misunderstandings and conflict and to transform our personal and professional relationships.

Book Information

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Customer Reviews

Michael Nichols' book, 'The Lost Art of Listening: How Learning to Listen Can Improve Relationships', is a wonderful tool for making listening, which is so often taken for granted and so often misunderstood, a truly effective tool in your hands.--Why is listening important?--A basic question, and on the surface, a rather simple one. But too often we are preoccupied with ourselves to hear and give sufficient empathy to the other to really hear what is being said. Most of us think we are better listeners than we in fact are, but of course, most of us assume we are better communicators than we are. Quite often we fall into competitive conversationalism; we are busy thinking about our next statement rather than listening to what is being said. Being heard also means being taken seriously. It is a true hearing, not a simple reassurance (which may not be warranted or realistic); it helps to shape self-respect, and makes the difference between being accepted and

being isolated. This means that the listener must be keyed in to her or his own experience and 'listening agenda', those unspoken and subconscious assumptions being made that fill in the gaps when a conversation is going on.'There is a big difference between showing interest and being interested.'--Why don't people listen?--Listening requires a suspension of self, which is very hard to do. It requires suspending judgement, which is often counter-intuitive. 'But they asked my opinion', might be the reply. Of course they did, because our conversational conventions require that, but in fact they often didn't want an opinion, but rather a listener.Nichols gives a few examples of this non-listening, which often involve the following phrases:'That reminds me of the time...' (i.e., 'I can top that...)

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