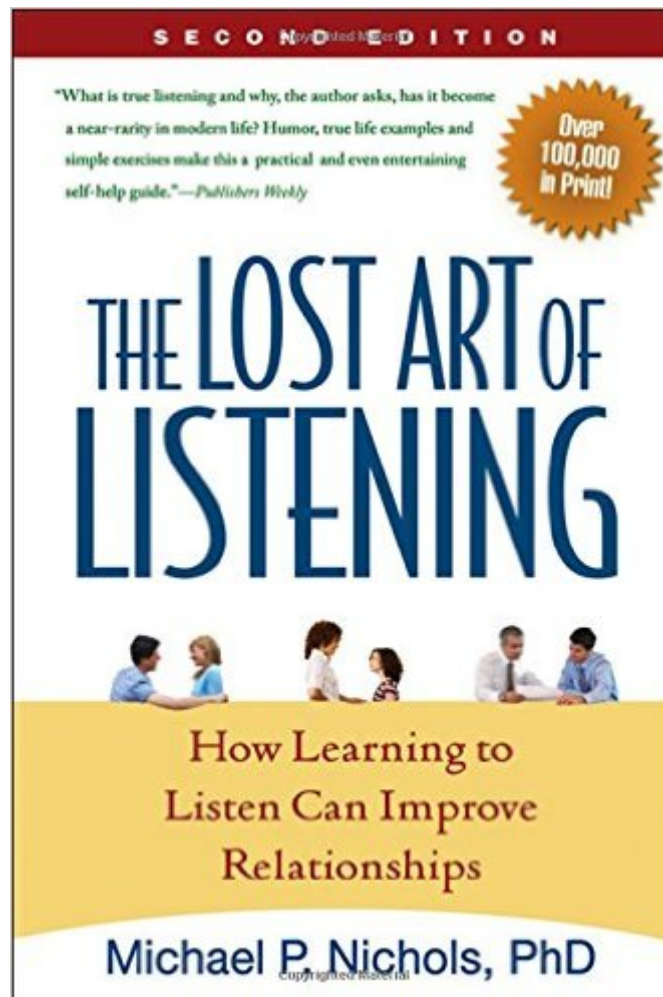


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# The Lost Art Of Listening, Second Edition: How Learning To Listen Can Improve Relationships



## Synopsis

One person talks; the other listens. It's so basic that we take it for granted. Unfortunately, most of us think of ourselves as better listeners than we actually are. Why do we so often fail to connect when speaking with family members, romantic partners, colleagues, or friends? How do emotional reactions get in the way of real communication? This thoughtful, witty, and empathic book has already helped over 100,000 readers break through conflicts and transform their personal and professional relationships. Experienced therapist Mike Nichols provides vivid examples, easy-to-learn techniques, and practical exercises for becoming a better listener--and making yourself heard and understood, even in difficult situations.

## 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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