In the video by Zalika Gardner she gives multiple reasons why we stop listing and the message we send to the other person we are not listening. The first reason is assumptions we believe when talking to people and we have sort of been in their situation before we immediately just assume and say what we think they need to hear instead of just listen to what they were saying. The second reason is due to arrogance when we talk to people we sometimes don’t even want to hear what they are going to say or even try to end the conversation quickly because they have no relevance to me. Lastly is fear we think listening will require time and actual like effort so we proceed to just state our claim to try and get it over with as fast as possible. So, when we do all these things the person trying to speak doesn’t feel respected or feel like they matter. In the book the aspects of genuine listening are 7% words 40% tone and feeling and 53% body language but overall the deepest need of the heart is to be understood. The most important quotes I choose in these 2 sources are “certainty is the enemy of listening” I choose this because when we think we are right we are certain we don’t need to hear any more. Like she said in the video we are busy people and we don’t have time to listen to people speak we just want to hear what you have to say as fast as we can and if there is a way to make it go by faster we try it. The other quote from the book I think is important is “It’s hard to talk to people when they give solutions before they understand listen or thy tongue will make thee deaf” I choose this one because its just the truth it is hard to talk to people when they just assume they are right and when they do that the person talking doesn’t want to continue talking so they become silent.