

Just Listen

- by Mark Goulston

“techniques I offer, you’ll do exactly the opposite—you’ll listen, ask, mirror, ”

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“listen, ask, mirror, and reflect back to people what you’ve heard. ”

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“Almost all communication is an effort to get through to people and cause them to do something different than they were doing before. ”

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“you get through to people by having them “buy in.” “Buy-in” occurs when people move from “resisting” to “listening” to “considering” what you’re saying. ”

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“key to gaining “buy in” and then moving people through the rest of the cycle is not what you tell them, but what you get them to tell you— ”

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“Sometimes when you’re really scared, your amygdala instantly shuts out your higher brain, ”

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“monkey do” neurons. Later they changed the name to mirror neurons, because these cells allow monkeys to mirror another being’s actions in their own minds. ”

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“mirror neurons, because these cells allow monkeys to mirror another being’s actions in their own minds. ”

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“we constantly mirror the world, conforming to its needs, trying to win its love and approval. ”

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“we constantly mirror the world, conforming to its needs, trying to win its love and approval. And each time we mirror the world, it creates a little reciprocal hunger to be mirrored back. ”

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“we constantly mirror the world, conforming to its needs, trying to win its love and approval. And each time we mirror the world, it creates a little

reciprocal hunger to be mirrored back. If that hunger isn't filled, we develop what I refer to as "mirror neuron receptor deficit." "

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"Understanding a person's hunger and responding to it is one of the most potent tools you'll ever discover for getting through to anyone you meet in business or your personal life. "

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"The key to winning is poise under stress. "

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"Mastering the art of controlling yourself will change your life, because it'll keep you from being your own worst enemy when it comes to reaching other people in stressful situations. "

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"first and most important rule for taking control in a stressful situation is this: get yourself under control first. "

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"THE POWER OF "OH F#@&" One absolutely crucial element in moving your brain from panic to logic is to put words to what you're feeling at each stage. "

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"So think of "Oh f#@&" as your starting point, but don't get stuck there. "

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"this skill—because you can handle stress even better. And often, "

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"getting yourself under control even a few seconds faster can mean "

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"getting yourself under control even a few seconds faster can mean the difference between reaching people and losing them. "

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"When you go from "Oh F#@& to OK," you go from being fixated on the way you are convinced the world should or shouldn't be, but never will be, to being ready to deal with the world the way it is. "

Page No. 52 | Monday, February 13, 2023 8:08:49 PM

"Life is mostly a matter of perception and more often misperception. "

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"you heard without listening." The solution, I explained: Get rid of the filter. The stuff you think you already know about someone—"lazy," "

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"Get rid of the filter. The stuff you think you already know about someone

—“lazy,” ”

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“Get rid of the filter. The stuff you think you already know about someone —“lazy,” “loser,” “whiny,” “hostile,” “impossible”—is, in reality, blocking out what you need to know. ”

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“the problem is that while you’re hearing, you’re not listening, ”

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“Perceiving is believing. Misperceiving is deceiving— And worse yet, prevents achieving. ”

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“lived together or worked together for decades. Often, these people don’t have a clue about what makes each other tick. As a result, ”

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“these people ”

Page No. 58 | Tuesday, February 14, 2023 5:00:34 AM

“lived together or worked together for decades. Often, these people don’t have a clue about what makes each other tick. As a result, ”

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“people don’t have a clue about what makes each other tick. ”

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“when you encounter problem people, realize that there’s a reason they’re behaving the way they do. ”

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“If you want to open the lines of communication, open your own mind first. ”

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“Self-actualizing people have a deep feeling of identification, sympathy, and affection for human beings in general. They feel kinship and connection, as if all people were members of a single family. ”

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“Making someone “feel felt” simply means putting yourself in the other person’s shoes. ”

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““feel felt” lies in the mirror neurons I talked about earlier. When you mirror what another person feels, the person is wired to mirror you in return. ”

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“When people feel felt, they feel less alone, and when they feel less alone, they feel less anxious and afraid—and that opens them up to the message

you're trying to send. They shift from defensiveness ("Get away!") to reason,

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"When people feel felt, they feel less alone, and when they feel less alone, they feel less anxious and afraid—and "

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"When people feel felt, they feel less alone, and when they feel less alone, they feel less anxious and afraid—and that opens them up to the message you're trying to send. "

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"I'm trying to get a sense of what you're feeling and I think it's ———— "

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"inside every person is a real person who's just as afraid or nervous or in need of empathy as anyone else. "

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"Inside every person—no matter how important or famous—is a real person who needs to "feel felt." "

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"Boredom is what happens when I fail to make someone interesting. "

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"Deep listening" is one of the terms most often used to describe Warren Bennis, "

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"rule is not to tell these interesting facts to everyone he meets: "

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"If you want to have an interesting dinner conversation, be interested. "

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"If you want to meet interesting people, be interested in the people you meet—their lives, "

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"By practicing the art of being interested, the majority of people can become fascinating teachers; "

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"The more interested you are in another person, the more you narrow the person's mirror neuron receptor deficit—that "

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"The more interested you are in another person, the more you narrow the person's mirror neuron receptor deficit—that biological hunger to have his or her feelings mirrored by the outside world "

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“to be interesting, forget about being interesting. Instead, be interested. ”

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““You can’t fake sincerity.” You can’t fake interest, either, so don’t try. ”

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“stop thinking of conversation as a tennis match. ”

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“think of it as a detective game, in which your goal is to learn as much about the other person as you can. ”

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“The second key to being interested is to ask questions that demonstrate that you want to know more. ”

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“Much of who we are is composed of what we feel, think, and do, so when we’re in conversations where we get to express all three, we feel more satisfied. ”

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“Shut up. Listen. Listen some more. ”

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“repeat back some of the money points of the story: ”

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“People love offering advice, because it makes them feel both interesting and wise.) ”

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“one of the best ways to get through to a powerful person is to be the first one to ask a question after the person speaks to a large audience. ”

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“The measure of self-assurance is how deeply and sincerely interested you are in others; ”

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“the measure of insecurity is how much you try to impress them with you. ”

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“Making people feel valuable is different from making them feel felt or feel interesting, because you touch them in an even deeper way. ”

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“I explained to Janet that many “problem people” who come in just to vent do so because they feel frustrated at not feeling important in the company. ”

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“The good people in your life need and deserve reassurance that they’re valued—and the annoying people in your life may not deserve it, but they need it even more. ”

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“Everyone competes for time, but no one should need to compete for importance. ”

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“MOVING A PERSON AWAY FROM DISTRESS Stress isn’t bad. It causes us to focus, become determined, and test our mettle. ”

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“Stress isn’t bad. It causes us to focus, become determined, and test our mettle. ”

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“exhaling enables people to experience and express their feelings—like draining a wound—in a way that doesn’t attack others or themselves. ”

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“body language: angry expression, rigid shoulders, crossed arms that said “get lost.” ”

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“Understand that you can’t make the person ”

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“Understand that you can’t make the person do this—but you can make him or her want to do it. ”

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“Get a person to uncross his arms physically, and you can get him to uncross his arms mentally. ”

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“To do this, ask Dean a question that creates tremendous emotion or passion in him. ”

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“The best thing to do when someone is venting, whining, or complaining is to avoid interrupting. ”

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“The difference between exhausted and relaxed is that when you’re exhausted, you feel empty and tired and you’re not open to input. ”

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“pause after he’s unloaded on you, and then simply say, “Tell me more.” ”

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“quiet.” (I recommend this approach if you’re dealing with a child or teen ”

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“Sometimes you can help a person who’s venting to exhale by saying at some point, “Close your eyes, and just breathe.” ”

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“like draining an infected wound, the job of getting a person to exhale isn’t done until it’s done. ”

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“Usable Insight Forget about music. If you want to soothe the savage beast, get the beast to exhale. ”

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“Forget about music. If you want to soothe the savage beast, get the beast to exhale. ”

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“The most successful people are those who don’t have any illusions about who they are. —BUD BRAY, AUTHOR, IS IT TOO LATE ”

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“The most successful people are those who don’t have any illusions about who they are. ”

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