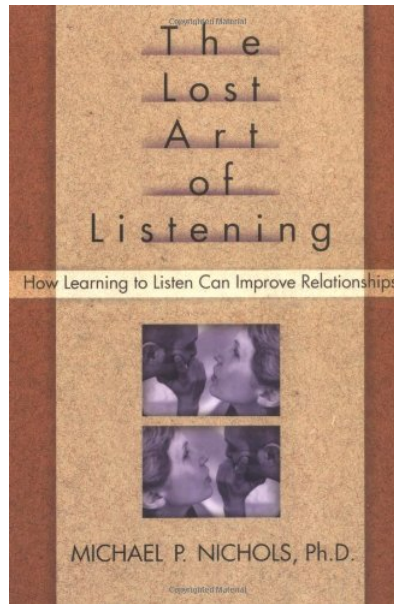


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CONTINUE ►

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.

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