

Contents

Introduction 1

Part One

...

The Yearning to Be Understood

- 1 *“Did You Hear What I Said?”:
Why Listening Is So Important* 9
- 2 *“Thanks for Listening”:
How Listening Shapes Us and Connects Us to Each Other* 25
- 3 *“Why Don’t People Listen?”:
How Communication Breaks Down* 42

Part Two

...

The Real Reasons People Don’t Listen

- 4 *“When Is It My Turn?”—The Heart of Listening:
The Struggle to Suspend Our Own Needs* 73
- 5 *“You Hear Only What You Want to Hear”:
How Hidden Assumptions Prejudice Listening* 96
- 6 *“Why Do You Always Overreact?!”:
How Emotionality Makes Us Defensive* 111

Part Three

• • •

Getting Through to Each Other

- 7 *“Take Your Time—I’m Listening”:* 139
How to Let Go of Your Own Needs and Listen
- 8 *“I Never Knew You Felt That Way”:* 157
Empathy Begins with Openness
- 9 *“I Can See This Is Really Upsetting You”:* 176
How to Defuse Emotional Reactivity

Part Four

• • •

Listening in Context

- 10 *“We Never Talk Anymore”:* 205
Listening Between Intimate Partners
- 11 *“Nobody around Here Ever Listens to Me!”:* 235
How to Listen and Be Heard within the Family
- 12 *From “Do I Have To?” to “That’s Not Fair!”:* 252
Listening to Children and Teenagers
- 13 *“I Knew You’d Understand”:* 280
Being Able to Hear Friends and Colleagues
- Epilogue* 304
- Index* 309
- About the Author* 314