Listening Well: The Art of Empathic Understanding
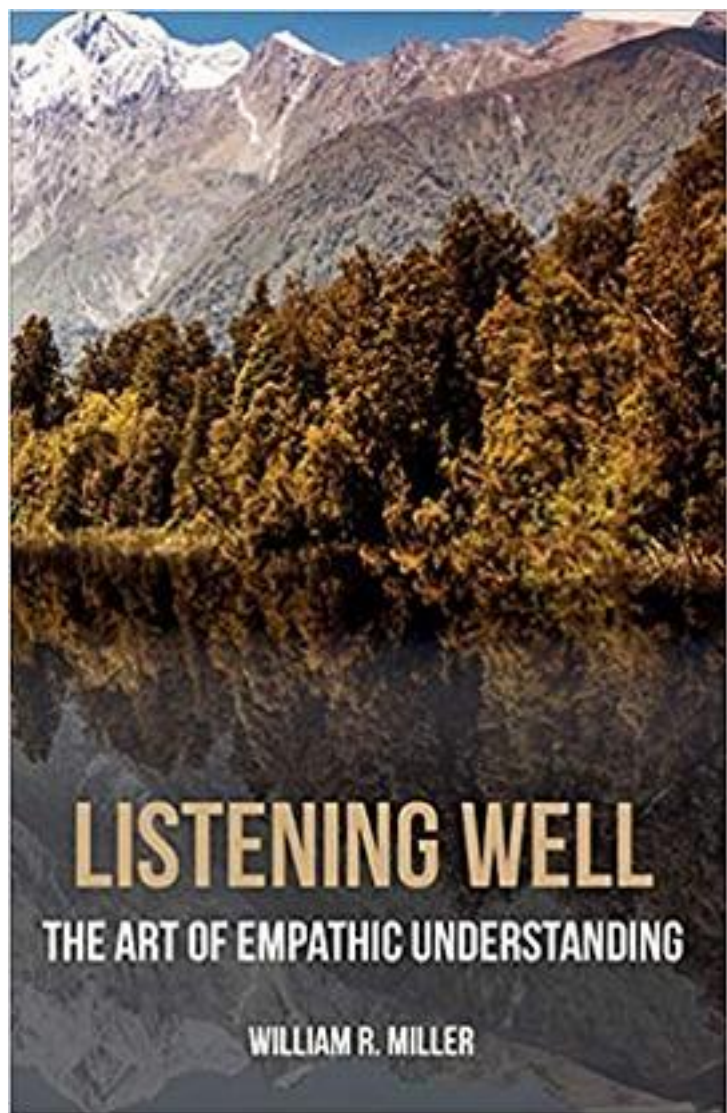
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Are you a good listener? How well do you really know the people around you? A capacity for empathic understanding is hard-wired in our brains, but its full expression involves particular listening skills that are seldom learned through ordinary experience. Through clear explanation, specific examples, and practical exercises, Dr. Miller offers a step-by-step process for developing your skillfulness in empathic listening. With a solid basis in sixty years of scientific research, these communication skills are not limited to professionals, and can be learned and applied in your everyday life. Instead of assuming that you know the meaning of what you think you heard, empathic listening lets you develop a more accurate understanding and prevent miscommunication. Empathic understanding can help to deepen personal relationships, alleviate conflict, communicate across differences, and promote positive change. The author also discusses skills for expressing yourself clearly, and for strengthening close relationships and friendships. Through empathic understanding you have access to life experience far beyond your own, and over time, listening well and deeply becomes a way of being, fostering a compassionate and patient acceptance of human frailties--those of others as well as your own.

作者介绍:

Dr. William R. Miller is Emeritus Distinguished Professor of Psychology and Psychiatry at the University of New Mexico, with over forty years of experience in teaching empathic understanding. His many books include Lovingkindness, Quantum Change, Motivational Interviewing, and Portals: Two Lives Intertwined by Adoption.

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