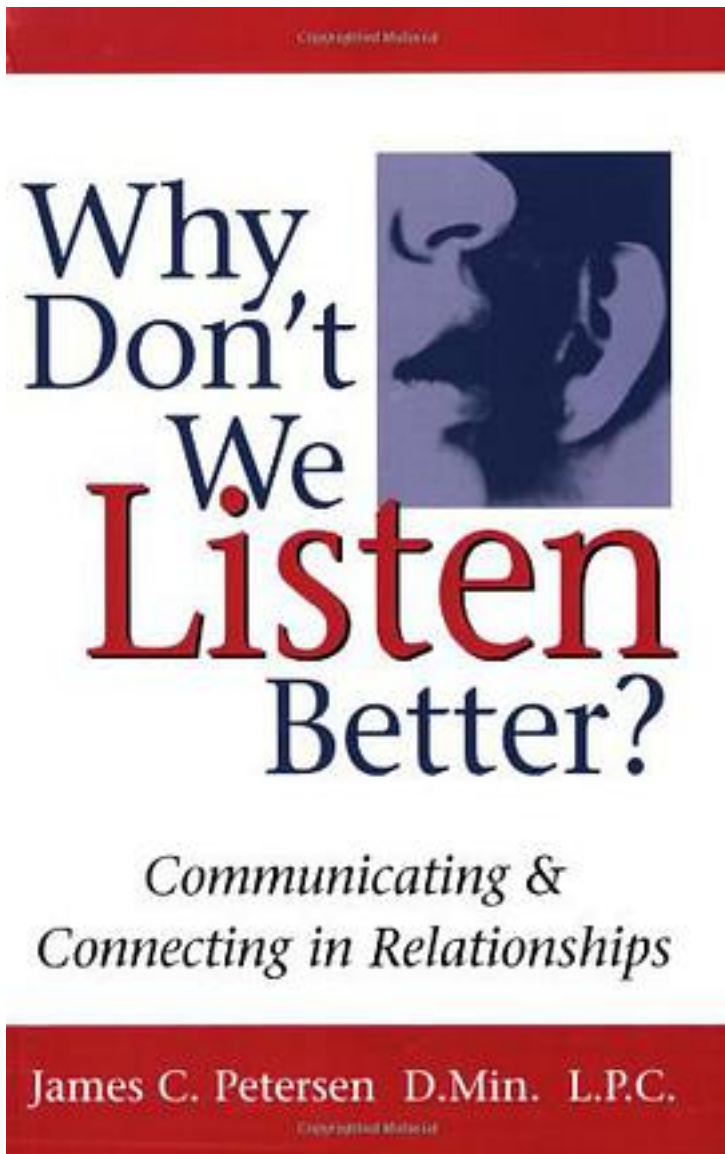


Why Don't We Listen Better?



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With a light touch and sensible techniques, Dr. Jim Petersen distills years of counseling and pastoral ministry into an informal volume loaded with practical tips, examples and techniques to practice. His book highlights our cultures courtroomlike communication that often puts people at odds with each other. Most people think they listen well but dont and folks walk away unheard, misunderstood and disconnected. Readers will chuckle in recognition at the tongueincheek but spoton flatbrain theory of emotions. It shows how and why we get upset and confused in tense situations and what to do about it. It lays the practical groundwork to better manage emotionally loaded situations. This book shows communication that works and is equally appropriate for professionals, such as pastors and therapists and for the general public. The ingenious TalkerListener Card gives a takingturn method to end arguing as we know it. It works for couples, business relationships, church listening programs, counselors, group discussions and the family dinner table listening game. Thirty listening techniques will help the reader immediately begin to turn enemies into friends, poor relationships into decent ones and good relationships into better ones. These accessible skills are being used in pastoral counseling classes, counseling offices, church staffs, professional offices, on dates, in corporate board rooms and at kitchen tables around the country .

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