

Are you really listening or just waiting for your turn to speak?

Hearing happens, listening is a choice.

Active listening implies that for a period of time you tune out from your own point of view and tune in to the other person.

Extract from the book, Everyone Can Win. (2nd edition, 2006). For more info, see our website: www.crnhq.org Conflict Resolution Network PO Box 1016 Chatswood NSW Australia 2057 tel +61 2 9419 8500 To comment or unsubscribe: email crn@crnhq.org