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COMMUNICATIONS
REAL vs. PSEUDO-LISTENING

Being quiet while someone is talking does not constitute real listening. Real listening is based on the intention of the listener to one of four things:

1. **Understand someone**
2. **Enjoy someone**
3. **Learn something**
4. **Give help or solace**

Real listening is impossible to avoid with the 4 above intentions.. Pseudo-listening can often masquerade as real listening when we have hidden agendas:

1. **Making people think you're interested so that they will like you.**
2. **Being alert to see if you are in danger of being rejected.**
3. **Listening for one specific item and ignoring everything else.**
4. **Buying time to prepare for your next comment.**
5. **Half-listening so someone will listen to you.**
6. **Listening to find their weak spot or to take other advantage.**
7. **Looking for "holes" in their talk so you can be ready to counterattack.**
8. **Checking their reaction, making sure you produce the "desired" effect.**
9. **Half-listening because a "good, kind person" would do that.**
10. **Half-listening because you can't leave without "hurt" or "offense".**

We all do most of the above sometime or another. The real problem is not that we do these things, but
(1) how much (2) with whom (3) the consequences.

Spend a week keeping track of how you listen, with whom, and what percent of time (in a conversation) you are in real vs. Pseudo-listening. Do this at work, at home, with family and friends. Is it different with men, women, children, people in authority, or people subordinate to you?

Ask yourself these questions also:

1. **Who are the people you listen to best?**
2. **How do you "see" or "feel" them to be different to get your interest?**
3. **Who are the people you listen to worst?**
4. **How do you "see" or "feel" them to be different to get your disinterest?**
5. **What makes it hard for you to listen to some people? What do you feel?**
6. **What makes it easy for you to listen to some people? What do you feel?**

Then choose one person with whom you would like a better relationship. Spend a week listening to them, keeping your focus on the 4 intentions:

1. **Understand someone**
2. **Enjoy someone**
3. **Learn something**
4. **Give help or solace**

Two things may begin to occur when doing this exercise:

1. **You may begin to become aware of more of your hidden agendas.**
2. **Maybe the other person has more to "say" than you might have thought!**

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R&M SEMINARS

OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT.