



4. PERCEPTIONS AND EXPERIENCE DIFFER

- We actually perceive the world differently from others.

When two or more people with diverse backgrounds try to communicate, they often find that accuracy and real understanding are difficult. Accurate and edifying communication requires patience, energy, active listening and dedication.

5. OUR THOUGHTS AND FEELINGS ARE HARD TO VERBALIZE

- Much of our inner life is a mystery even to us. As a result, it's no wonder that people find it difficult to express their feelings accurately. And beyond that, when we do express our feelings, we struggle with how deeply we're willing to expose ourselves.

6. LACK OF PATIENCE

- We are often in a hurry to solve someone's problem and move on. This not only shows disrespect; it communicates a lack of caring. Patience is not only a virtue; it is a necessity for good LISTENERS, and a lack of patience blocks effective communication.

7. FEELINGS OF BEING OVERWHELMED

- The intensity of another's feelings can cause us to feel inadequate and overwhelmed, leading us to withdraw from the relationship. Anger, depression, fear, and panic are the emotions that are often the most frightening. Effective LISTENERS know their weaknesses as well as their strengths. This requires that a LISTENER learn how to process his/her own inner life and get in touch with his/her own squishy spots, prejudices, values, and fears. LISTENERS who think they are personally immune to these weaknesses are in danger of helping ineffectively.
