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LISTENING WITH UNDERSTANDING AND EMPATHY

"If you judge people, you have no time to love them. "

Mother Teresa

"The way of being with another person which is termed empathic...means temporarily living in their life, moving about in it delicately without making judgments.....to be with another in this way means that for the time being you lay aside the views and values you hold for yourself in order to enter the other's world without prejudice...a complex, demanding, strong yet subtle and gentle way of being."

Carl Rogers

"The real art of conversation is not only to say the right thing at the right place but to leave unsaid the wrong thing at the tempting moment."

Dorothy Nevill

"It is the province of knowledge to speak and it is the privilege of wisdom to listen."

Oliver Wendell Holmes Sr.

"If you want to be listened to, you should put in time listening."

Marge Piercy

He who guards his mouth keeps his life, but he who opens wide his lips comes to ruin.

Proverbs 13:3

"Dialogue is about people-listening to them, empathizing with them, and humbling ourselves for a moment that we might understand a different view."

*Science & Spirit: Connecting Science, Religion and Life,
January/February 2001 p. 7)*

"A unique relationship develops among team members who enter into dialogue regularly. They develop a deep trust that cannot help but carry over to discussions. They develop a richer understanding of the uniqueness of each person's point of view."

Peter Senge

"Real dialogue is where two or more people become willing to suspend their certainty in each other's presence."

David Bohm

"Think twice before you speak - and you'll find everyone talking about something else."

Francis Rodman

"Try to see it my way,
only time will tell if I am right or I am wrong.
While you see it your way, there's a chance that we might fall apart before too long.
We can work it out. We can work it out."

John Lennon and Paul McCartney

"The simple act of paying attention can take you a long way."

Keanu Reeves

"Dialogue's sole purpose is to create something that has not previously been thought by any individual prior to the dialogue. It's purpose is not to share information but to create information..."

Michael McMaster

"If there is any secret of success, it lies in the ability to get the other person's point of view and see things from his angle as well as from your own."

Henry Ford.

"Nothing increases the respect and gratitude of one man for another more than when he is heard exactly and with interest."

R. Umbach

"Listening is the beginning of understanding.....Wisdom is the reward for a lifetime of listening.
Let the wise listen and add to their learning and let the discerning get guidance

Proverbs 1:5

"A good listener is not only popular everywhere, but after a while he gets to know something."

Wilson Mizner

"Did you ever notice how difficult it is to argue with someone who is not obsessed with being right?"

Wayne W. Dyer

"The only service a friend can really render is to keep up your courage by holding up to you a mirror in which you can see a noble image of yourself."

George Bernard Shaw

"I like to listen. I have learned a great deal from listening carefully
Most people never listen."

Ernest Hemingway

"Life is the first gift, love is the second, and understanding the third."

Marge Piercy

"Dialogue is a space where we may see the assumptions which lay beneath the surface of our thoughts, assumptions which drive us, assumptions around which we build organizations, create economies, form nations and religions. These assumptions become habitual, mental habits that drive us, confuse us and prevent our responding intelligently to the challenges we face every day."

David Bohm

"Silent and listen are spelled with the same letters!"

Unknown

"Criticizing others is a dangerous thing, not so much because you may make mistakes about them, but because you may be revealing the truth about yourself."

Harold Medina

Listening is as important as talking. If you're a good listener, people often compliment you for being a good conversationalist.

Jesse Ventura

"Know how to listen, and you will profit even from those who talk badly."

Plutarch

"If you're forming a rebuttal, you're not really listening."

*Jane Klivans,
Bank One Investment Group,*

"If you spend more time asking appropriate questions rather than giving answers or opinions, your listening skills will increase."

Brian Koslow

"Two monologues do not make a dialogue."

Jeff Daly

"Most conversations are simply monologues delivered in the presence of a witness."

Margaret Millar

"When one's own problems are unsolvable and all best efforts are frustrated, it is lifesaving to listen to other people's problems."

Suzanne Massie

"There are very few people who don't become more interesting when they stop talking."

Mary Lowry

"One of the best ways to persuade others is with your ears – by listening to them. "

Dean Rusk, U.S. Secretary of State

"Become the world's most thoughtful friend."

H. Jackson Brown, Jr. Author

If you can learn a simple trick, you'll get along a lot better with all kinds of folks. You never really understand a person until you consider things from his point of view...until you climb into his skin and walk around in it.

*Harper Lee
To Kill a Mockingbird.*

"Education is the ability to listen to almost anything without losing your temper or your self-confidence."

Robert Frost

"Think in terms of what's good for the other person and success will seek you out. "

Mary Kay Ash, Entrepreneur

Hearing is a passive activity -- you're allowing sound waves to penetrate your ear. In listening, you actively determine meaning to what is heard – you listen with your eyes and ears. You're in control when a customer is talking about his problem, and out of control when you're talking about yourself.

Carolyn Riddle, Sales Personnel

To listen fully means to pay close attention to what is being said beneath the words. You listen not only to the "music," but to the essence of the person speaking. You listen not only for what someone knows, but for what he or she is. Ears operate at the speed of sound, which is far slower than the speed of light the eyes take in. Generative listening is the art of developing deeper silences in yourself, so you can slow our mind's hearing to your ears' natural speed, and hear beneath the words to their meaning.

Peter Senge

"Listen or thy tongue will keep thee deaf. "

American Indian Proverb

"The key to wisdom is knowing all the right questions."

--John A. Simone, Jr.

"Ten people who speak make more noise than ten thousand who are silent."

Napoleon

"Most conversations are simply monologues delivered in the presence of witnesses."

Margaret Millar

"Nature has given men one tongue and two ears, that we may hear twice as much as we speak."
--Epictetus

"Being listened to is so close to being loved that most people cannot tell the difference."
David Oxberg

"A good listener tries to understand what the other person is saying. In the end he may disagree sharply, but because he disagrees, he wants to know exactly what it is he is disagreeing with."
Kenneth A. Wells

"There is no greater loan than a sympathetic ear."
Frank Tyger

"Well-timed silence hath more eloquence than speech."
Martin Fraquhar Tupper

"Even a fool is thought wise if he keeps silent, and discerning if he holds his tongue."
Anon.

"The wise man has long ears and a short tongue."
German Proverb

"Listen and hear not only what you thought you wanted to hear.
Listen and hear what you have to learn."
Ralph S. Marston, Jr.

"Listen or your tongue will keep you deaf."
Native American Proverb

"Listening, not imitation, may be the sincerest form of flattery."
Dr. Joyce Brothers

"You cannot know who is going to bring you your future. You cannot qualify them in advance by looking at degrees, or experience, or gender or race. You can only listen!"
Joel Barker Future Edge

"No one really listens to anyone else, and if you try it for a while you'll see why."
Mignon McLaughlin

Source:

These quotes originally compiled by Emeritus Professor Art Costa.
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