

NOTES:

The biggest need of the human heart is the need to be _____. Everyone wants to be respected and valued for who they are. People won't expose their softness until they are felt loved and understood.

There is a higher form of _____ which leads to real communication. This form is called "_____." It's the kind of practice we want to put to use: _____ With Your Eyes, Heart, and Ears - 53% of communication is body language, 40% is tone/feeling, and 7% is words.

what two things will happen if you take the time to listen to your parents? _____ and get your way much more often.

Seeking First To Understand requires _____, but seeking to understand requires _____. You have to share your your feeling or they will eat your heart out. If you take your time to listen you have a good chance of someone listening to you. Giving feedback is an important part of seeking to be understood.

When we listen with the intent to understand others, rather than with the intent to reply, we begin true communication and _____. Seeking to understand takes _____; seeking to be understood takes courage. Effectiveness lies in balancing the two.