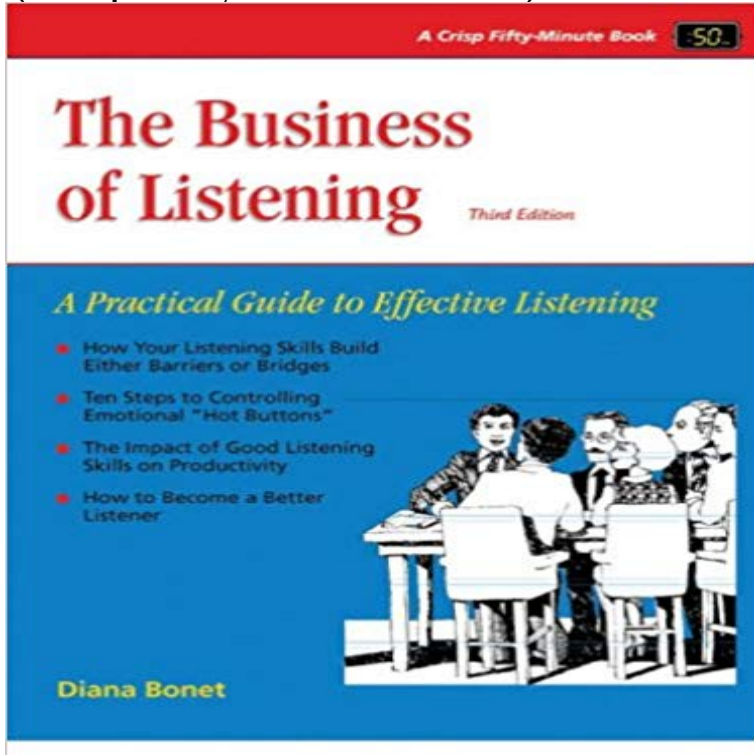


# The Business of Listening: A Practical Guide to Effective Listening (Crisp Fifty-Minute Series)



This book will show you how to become a better listener by demonstrating how your listening skills build either barriers or bridges. You will also learn ten steps to controlling emotional hot buttons and the impact of good listening skills on productivity. Most people think that the only message that will be heard is one of urgency, however, in today's fast-paced world even urgent messages are ignored. Becoming an active listener will help your productivity and success by helping you extract important details from every message.

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