



Escucha con el corazón (Spanish Edition)

Carla Curina; Cucchi, Maurizio Grassi

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Muchas veces hablamos con alguien a quien deseamos convencer, a quien queremos caer simpáticos, pero no sabemos quién es realmente, cómo razona, cómo reacciona a nuestras palabras. Este es el gran problema que vivimos cada día en el trabajo, en la escuela, en las relaciones sociales y, a veces, incluso con los amigos y familiares. Para comunicar con éxito no es necesario ser psicólogo, pero sí es necesario conocer al interlocutor, entender sus gestos, sus expresiones, además naturalmente del lenguaje verbal y no sólo verbal. En definitiva, es necesario saber escuchar, ver y «sentir» a los demás. ¿Difícil? Menos de lo que piensa: existen ejercicios, test y ejemplos prácticos que le permitirán desarrollar esta capacidad. Los autores, especialistas de estos problemas, le guiarán de forma gradual y con eficacia. Tiene que empezar por usted mismo, tiene que aprender a escucharse, a comprender y luego a evitar sus errores, para llegar a transformar la escucha distraída en una escucha «empática», para conseguir hacer sentir cómodos a los demás y satisfechos de usted cuando están con ustedes. Pero no se detenga nunca sólo en las palabras. Aprenda, por ejemplo, a mirar también las manos de su interlocutor: son verdaderas antenas transmisoras que comunican hostilidad, incertidumbre, malestar, perplejidad, indiferencia, o consentimiento, simpatía o entusiasmo.

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