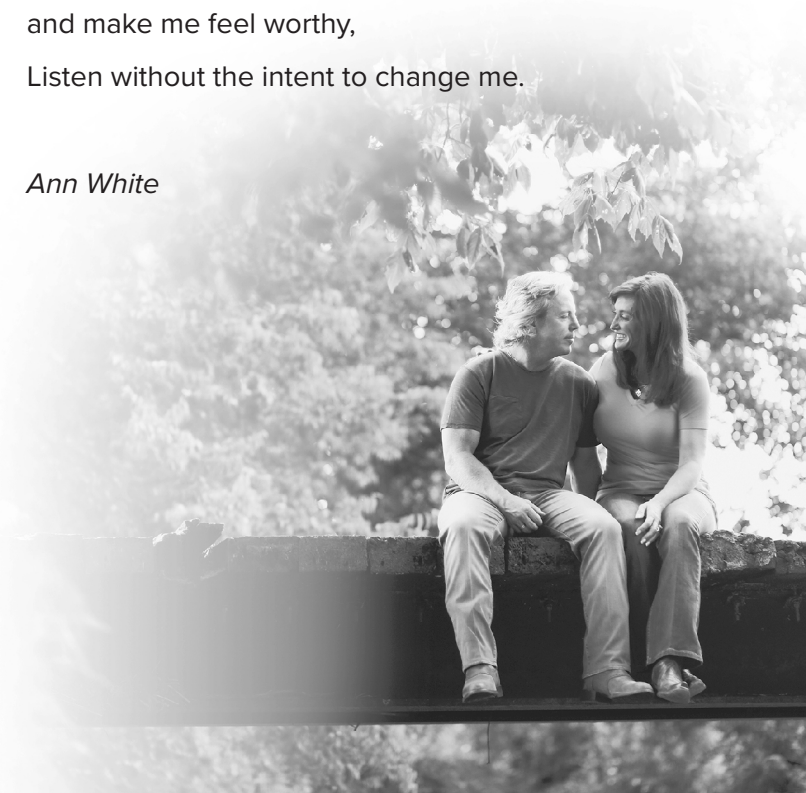


If you want to befriend me, Listen willingly.
If you want to know me, Listen closely.
If you want to understand me, Listen inquisitively.
If you want to encourage me, Listen attentively.
If you want to affect me, Listen emotionally.
If you want to reach me, Listen patiently.
If you want to influence me, Listen intentionally.
If you want to draw me out of my shell,
make me feel accepted, show me you care,
and make me feel worthy,
Listen without the intent to change me.

Ann White



MIKE AND ANN WHITE, FIGURE 16.1