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language, eye contact and overall reassurance the listener is psychologically present) Following skills (door openers, encourages such as “hmm-hmm), open questions, and attentive silence such as not trying to fill every single silence out of nervousness but letting the speaker have some time to add further thoughts)

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Sometimes we can truly develop more acceptance of another person's behavior, but often a pseudoacceptance develops in the top of our mind while the irritation continues to grow in the depth of our gut." — Robert Bolton, *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*. 2 likes.

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While reading People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts by Robert Bolton, Ph.D., I discovered that there are 12 roadblocks to effective communication. Recently, I was in the sauna at my gym with a good friend of mine and a lovely man who just happened to be a priest.

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relationships by increasing defensiveness, aggressiveness, or dependency.

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