

The art of listening

Telléus, Annika. *Naslouchat je umění: jak účinně a pozitivně komunikovat* | Praha: Portál, 2022. | ISBN 978-80-262-1869-2

Reviewed by Tereza Hrudová

“The art of listening” by Annika Telléus is a unique and valuable book that should not be missing in the library of anyone who deals with communication, whether professionally or personally. This book is an excellent resource for special educators, speech therapists, and professionals in verbal and non-verbal communication, i.e., wherever communication skills are essential.

The author’s approach to the subject is innovative and fresh yet full of expertise and insight. She is a person who has deep experience in the field of communication and human resources. In the book, Annika Telléus introduces a range of tools and techniques for effective listening that help understand others better and oneself.

Each chapter is preceded by an introduction in which the author explains how she, as a manager in a retail chain, needed to listen to her customers and reveals important aspects of why it is generally essential to listen to each other. The book aims to guide you towards effective listening and setting positive boundaries in conversation. The book is divided into 15 chapters, accompanied by a final acknowledgment. The content of the book is wealthy. Clear examples from practice accompany each chapter and end with suggestions for reflection, allowing the reader to undertake a personal review and move their development forward.

The first chapter is an introductory outline of the listening model, which contains three main aspects that facilitate the whole process of communication and listening itself: listening to others, listening to yourself, and having someone who listens. The three interconnected points of listening create the idea of a triangle, which the author has modified and linked the design of this model to her former career in the fashion industry and transformed the pattern into a clothes hanger. In the following chapters, the concepts of each side of the clothes hanger are refined, and the influences of the example situations on listening to others and oneself are highlighted. To make the listening process complete on the reader’s part, the author also highlights

the importance of having someone listening to us. The book also summarizes the obstacles that the reader may face during communication. Emphasis is also placed on maintaining integrity while conversing so that each participant in the touch leaves a positive feeling. To make listening functional, the author also provides specific examples in each chapter, supplemented by questions for reflection or tips on listening in given situations.

Conclusion

“Listening is an Art” is a very accessible and practical book that takes you through the art of effective listening step by step. It is a book that changes how we communicate and is written in an efficient and, most importantly, readable way. The author presents practical tips, excerpts from interviews, observations, and experiences from the author’s life, analysis of them, as well as suggestions for self-reflection and self-awareness on how to approach and develop communication and oneself that can be considered positive and effective. After reading the book, every reader will realize the fundamental difference between listening and hearing. If we approach others with an open mind, we stand a better chance of understanding and inspiring each other.

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References

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