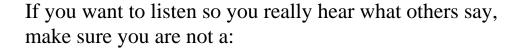
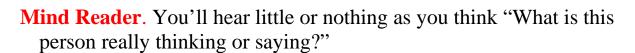
## Why We Don't Hear Others





**Rehearser.** You mental tryouts for "Here's what I say next" tune out the speaker.

**Filterer.** Some call this selective listening—hearing only what you want to hear.

**Dreamer.** Drifting off during a face-to-face conversation can lead to an embarrassing "What did you say?" or "Could you repeat that?"

**Identifier.** If you refer everything you hear to your experience, you probably didn't really hear what was said.

**Comparer.** When you get side-tracked assessing the messenger, you're sure to miss the message.

**Derailer.** Changing the subject too quickly tells others you're not interested in anything they have to say.

**Sparrer.** You hear what's said but quickly belittle it or discount it. That puts you in the same class as the derailer.

**Placater.** Agreeing with everything you hear just to be nice or to avoid conflict does not mean you're a good listener.

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