

The challenge of listening

Y H F P R F I F Y Z X O R K D U Z D U E Q U D P
J A P L Y L I E R M B J C D Q E F E P Y F W E Q
A W Q A W P S E U D O L I S T E N I N G Y W F I
T A M D M G X F Z V H L T I P L O E F K B O E B
S T A G E H O G G I N G H U X X V W W F G E N I
Y O K B M W K Y F A J Q A N D Y T D B M J J S D
P J U N U M H A N P N I R P S T L N O E X H I A
J I N S U L A T E D L I S T E N I N G S J C V M
P O Z C V E M O B T X E A Q Q L S A L S H J E A
K K F Y V Y E R A R I F I D Z P A L B A B H L D
H W C N W R B J F Y R F F E M M Q W J G I K I D
D P X R E J Q A F K C O P C Z A D T X E C Z S R
H M V D E C O O L F X R W Y D F J N W O L S T N
M F X K I M V Z J Q C T X V M I E E Q V E D E W
N E O Z D B S E L E C T I V E L I S T E N I N G
X L A N L S I S P B Q S A T J K F J K R N U I T
X S R I F W Q K E H P Q Z M E L X L E L S J N T
K I W M S B V Y R I M J N N V I C P J O L D G O
O W X E A Z E A V R T I S D I A I P F A Q J S U
M G I D D O P P K P E R G J B V V O C D V Q C U
W S S Z O R B G J R Y D X H A M B U S H I N G V
Z A H D C R A P I D T H O U G H T X L B X S R I
P W W J N K P H N F S Z Q F Y H C Z H S K K T G
N O S X X P E R G P R E O C C U P A T I O N C P

defensive listening

insulated listening

selective listening

message overload

pseudolistening

preoccupation

rapid thought

stage hogging

ambushing

effort