

FOREWORD

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We live in a new age. The plight of our planet depends on finding solutions to problems, whether environmental or health related, such as disease and starvation. Our future depends on people and countries working together. This requires the ability to communicate with one another. We need to replace broken systems of communication with systems that work.

All of this begins at a very basic level – *with you*. Mahatma Gandhi said that we need to be the change we wish to see in the world. Being able to find solutions and resolve conflicts requires being able to listen effectively, with an open mind. It requires moving past, as Rebecca Carswell calls them, “ego reactions” – the need to be right, the need to win, or to have the last word. And this does not only apply to large companies and world leaders – it applies to each and every one of us. Becoming more effective at communicating and understanding needs to begin with you.

Most of us are never taught how to listen and communicate effectively. And perhaps even more importantly, we are never taught how necessary to our happiness and our relationships this essential skill is.

Indian philosopher Jiddu Krishnamoorthi said that it is only when the mind is quiet and listens completely that there is understanding of truth. Considering, in your mind, possible comebacks before the speaker has finished talking offsets the delicate flow of communication. Even something as simple as taking a defensive stance as you listen shifts the dynamic significantly. Rebecca explores various habits we have of skipping out mentally during a conversation, and how to rectify those habits. She provides for us the means to counter all of the obstacles which prevent us from truly connecting with and understanding another person.

In these pages Rebecca offers effective and easy-to-use tools that will empower your life. I encourage you to seriously consider – *and apply* – what she shares in this book.

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