“Why My Horse Doesn’t Listen”
“Why My Horse Doesn’t Listen”

You can take a horse to the pond but cannot make it drink”, is an old proverb. Similarly You can speak a lot, however, what gets communicated, depends upon how one listens.
“Why My Horse Doesn’t Listen”

Has anyone ever asked you,
- “What do you mean?”
- “What do you want me to do”?  

Did anyone tell you,
- “But I mean to say”,

Or someone who is talking to you says,
- “No, no, what I wanted to say . . .”

Have you ever found yourself talking to your superior,
- “I told several times, I don’t know why he doesn’t listen”

Or
- “I don’t know why he does not do it”?  

Vivek Mehrotra.com
“Why My Horse Doesn’t Listen”

Listening is

• Foundation of effective Communication.
• Key to win friends,
• Tool to improve relationship with Spouse/Superior/Subordinates,

Communication: an effective tool for a rewarding Professional Career & Successful personal and social life

• Helps you boost business profits,
• Facilitate advancement of your career
“Why My Horse Doesn’t Listen”

‘Why My Horse Doesn’t Listen’ will help you to

Communicate effectively in all spheres of your life,

H: Communicating at Home
O: Communicating at Office
R: Communicating with Relatives
S: Communicating with Seniors, Subordinates & Spouse
E: Communicating with External world
“Why My Horse Doesn’t Listen”

Communication is a two way process
“Why My Horse Doesn’t Listen”

Your posture communicates even before you start communicating through **words**
“Why My Horse Doesn’t Listen”

Unless you get his attention, how can you communicate with him?
“Why My Horse Doesn’t Listen”

You may wear the most expensive clothes you have in your wardrobe, yet people may not notice it and may even fail to notice your presence. This may be because you are feeling down, unhappy or depressed.
"Why My Horse Doesn’t Listen"

Let me speak first…
"Why My Horse Doesn’t Listen"

When will this meeting get over.

I am getting bored.
“Why My Horse Doesn’t Listen”

“God has given you one face and you make yourself another.”

Shakespeare
“Why My Horse Doesn’t Listen”

Never point your finger at somebody, as this makes you look harsh or angry.
“Why My Horse Doesn’t Listen”

Why is he saying so? I am sure, he must have some personal interest in it.
“Why My Horse Doesn’t Listen”

Adult
Dr. Eric Berne has used the term adult to depict the persona of an individual who is grown up, is rational, and talks reasonably but assertively. The persona of Lord Krishna symbolizes Dr. Eric Berne’s definition of an adult.

Arjuna asks Lord Krishna, “Keshav, I have never seen you either extremely happy or disturbed in any situation.” Lord Krishna answered, “Because I never react, rather I always act. A reaction is always uncontrolled, which makes people either extremely happy or disturbed depending upon the situation, whereas an act is always planned and controlled. Since, I know the outcome of my act in advance it doesn’t surprise me. Hence, you will always find me calm and composed.”
“Why My Horse Doesn’t Listen”

Complementary Transaction

Cross Transaction
“Why My Horse Doesn’t Drink”

Let me find out, do I look angry or pleasant, while talking to others.?
“Why My Horse Doesn’t Listen”

Tips for Improving Listening Skills

• Stop talking
• Always look at the person speaking to you
• Show interest in what the other person is saying
• Visualize the other person’s viewpoint
• Speak only affirmatively while listening
• Don’t interrupt
• Try to discover the meaning
• Use the other person’s words while answering or responding
• Take notes
“Why My Horse Doesn’t Listen”

Communication gap or failure to communicate?

The Barriers – Originating from the Receiver’s Side

• Not paying attention
• Preconceived notions about the speaker
• Mind reading
• Passivity
• Selective listening
• Interfering
“Why My Horse Doesn’t Listen”

The Barriers – Originating from the Sender’s Side

• Message vague in sender’s mind
• Bad Timing
• Inappropriate medium or language
• Inappropriate voice modulation, tone, non-verbal
• Too much or too little
• Aggressive or submissive
• Usage of appropriate words
“Why My Horse Doesn’t Listen”

Navarasa - The Nine Human Emotions

- Shaantha (peace or serenity)
- Haasya (Happiness or Joy)
- Karuna (Sadness or compassion)
- Roudra (anger)
- Veera (courage)
- Bhayaanaka or Dar (fear)
- Bheebhatsya (disgust)
- Adbhutha (wonder or surprise)
- Shringaara (love)
“Why My Horse Doesn’t Listen”

Different Situations Demand Different Technique

• Communicating without INTENTION
• Communicating to KILL TIME
• Communicating OPINIONS
• Communicating *Through* EMOTIONS
• Communicating to MANIPULATE
• Communicating to MOTIVATE
• Communicating with UNDERSTANDING
“Why My Horse Doesn’t Listen”

“Berukhi ke saath sunana dard-e-dil ki dastan, woh kalai mein tera kangan ghumana yaad hai”

(If someone’s beloved is not interested in listening to his problem, she shows her displeasure by fiddling with her jewelry).
“Why My Horse Doesn’t Listen”

Communication – Styles

• AGGRESSIVE: “ONLY I matter, you don’t”

• SUBMISSIVE: “ONLY YOU matter, I don’t”

• ASSERTIVE: “NOT ONLY I matter but YOU TOO”
“Why My Horse Doesn’t Listen”

Consequences of Non-assertive Behavior

- Non-assertive Behavior
- Disturbed Feelings
- Self Doubt
- Self Doubt
- Disturbed Feelings
- Inadequate Behavior
- Non-assertive Behavior

Inadequate Behavior

Non-assertive Behavior

Disturbed Feelings

Self Doubt

Non-assertive Behavior

Disturbed Feelings

Self Doubt

Non-assertive Behavior

Disturbed Feelings
"Why My Horse Doesn’t Listen"

Barriers to Written Communication

• If the tone of your message suggests, you are instructing
• If the tone of your communication is threatening
• If your communication projects you being high-minded
• If your communication display you being authoritative
• If the tone of your communication is commanding
• If your communication makes your listener feel being evaluated
“Why My Horse Doesn’t Listen”

Email Etiquette
While emailing do you

• Keep your mails short and simple?
• Keep in mind the correct usages of grammar, punctuation, & spellings?
• Read and re-read your mail before finally sending it?
• Format your mail to make it look attractive and impressive?
• Highlight key sentences either by using bold or different colors?
• Respond immediately to mails as soon as you receive them?
• Attach large attachments or ZIP the file before attaching?
• Delete some of the trail mails in between, which were just forwarded?
• Change the ‘subject’ of your mail every time the same mail is forwarded?
• Carefully choose options such as, ‘Reply all’, ‘URGENT & IMPORTANT’?
“Why My Horse Doesn’t Listen”

CONTENTS

- Foreword
- Preface
- Acknowledgments
- How to Make Best Use of This Book?

| 1 Communication - An Introduction | 11 Communication – Written |
| 2 Communication – The Process     | 12 Communication – Email Etiquette |
| 3 Communication – Body Language  | 13 Communication – Presentation Skills |
| 4 Communication – Listening      | 14 Tips for improving Verbal Comm. |
| 5 Communication – Barriers       | 15 Telephone Etiquette |
| 6 Communication – NLP            | 16 Ex. 1: Test Your HORSE Sense |
| 7 Communication – JoHari Windows | 17 Ex. 2: How good a LISTENER are you? |
| 8 Communication – T.A.           | 18 Key: Test Your HORSE Sense |
| 9 Communication – Emotions       | 19 Key: How good a LISTENER are you? |
| 10 Communication – Styles        | 20 Answer Sheet – Body Language |

Vivek Mehrotra.com
"Why My Horse Doesn’t Listen"

Published by: VIVA Books Pvt. Ltd.

4737/23 Ansari Road, Daryaganj, New Delhi 110 002, India, (9111-42242200) vivadelhi@vivagroupindia.net

215-216, New Apollo Estate, II Floor, Mogra Lane, Andheri (E), Mumbai 400 069 vivamumbai@vivagroupindia.net

Jamal Fazal Chambers, 26 Greams Road, Chennai 600 006 vivachennai@vivagroupindia.net

B 103 Jindal Towers, 21/1A/3 Darga Road, Kolkata vivakolkata@vivagroupindia.net

7, Sovereign Park Apts. 56-58, K.K. Road, Basavanagudi, Bangalore 560 004 vivabangalore@vivagroupindia.net

101-102, Moghal Marc Apts. 3-4-637 to 641, Narayanguda, Hyderabad 500 029 vivahyderabad@vivagroupindia.net
"Why My Horse Doesn’t Listen"
Thank You

Vivek Mehrotra

www.vivekmehrotra.com
919998001326