



Why Don't People Listen?

Hugh Mackay

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First published in 1994, Hugh Mackay's *Why Don't People Listen?* sold 40,000 copies and became a classic on the art of successful communication.

This ebook-only edition has been fully revised and updated to include a summary of the benefits and pitfalls of multi-media communication.

Hugh Mackay shows us a simple yet revolutionary way to improve the quality of our relationships with our spouses, children, friends, colleagues and clients. He identifies the ten most basic laws of human communication, such as: It's not what our message does to the listener, but what the listener does with our message that determines our success as communicators.

Accessible and instructive, *Why Don't People Listen?* is a complete guide to changing minds, improving connections and resolving conflict.

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