



# Understanding Misunderstandings: A Guide to More Successful Human Interaction

*Robert L. Young*

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Have you ever meant one thing, but said another? Reacted angrily when no offense was intended? Wished that the earth would open up and swallow you? *Understanding Misunderstandings* will help you get out and stay out of these difficulties.

Robert L. Young explains why many common types of misunderstandings arise and how they can be avoided or corrected. In the first part of the book, he breaks the process of misunderstanding down into stages, showing how it can occur when we misspeak, mishear, misinterpret, or react in inappropriate ways. In the second part, he expertly analyzes the kinds of misunderstandings that can arise from differences in culture, social class, race and ethnicity, and gender. Real-life examples illustrate many of the problems and solutions he describes.

Because misunderstanding can destroy friendships and marriages, wreck careers, and lead to clashes between whole segments of society, understanding and diffusing it is of the utmost importance. This reader-friendly book provides the practical guidance to do just that. Educators, business people, psychologists, parents—in fact, everyone who interacts with other people—will benefit from it.

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