

You say...

... but I hear!

**Understanding How
Differences Are Viewed**

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People differ in how they understand things. We differ in how we interpret what others say and what others do, based on how we process information. When we speak from one perspective and our hearer listens in a different dimension, what we say will not make sense. WHEN THE GOOD THAT MY PERSPECTIVE LOOKS FOR IS MISSING – THEN IT’S BAD.

“HOW ARE THINGS GOING?”



You say practical things...

“Things are going great! We just got a new account. We’re really moving forward now!”



*But I am listening for **facts!** “How big is this account? How long has it been since we got a new account? What returns will we get on this one?” I will question whether you are being honest with me if you do not give me facts. When I am being honest, I state the facts! There are a lot of reasons and facts that are missing, so what I heard does not lead me to conclude that things are going well!”.*

What is heard is significantly more important than what was said.

You say, but I hear...

Logical value from a Practical perspective:

You speak from an ■ Logical perspective.

You state facts, process data, give information, value understanding, give me things I can count on, and you make sure the whole picture is presented.

But I listen from a ○ Practical perspective!

I listen for energy and I want to deal with things that work and as they really are. Are you giving practical and professional advice, and helping energize others to put their best foot forward in order to motivate and stimulate action. Therefore I will think that you are:

unrealistic... you are so focused on your ideals and rational constructs that you do not see what really is happening.

impractical... you present facts and information which will either not be used, will confuse the present issue, or will be used against you in the future.

stupid... you do things that you think make sense but in actuality do not get the desired results! They may be logical but they don't work!

untimely... you ignore how timing effects the outcome of how things are received.

boring ... too many details and facts without having fun and relaxation. You weigh down the story and kill the dynamics of the situation. You're too predictable, consistent, justifiable, and fixed. Get a life!

demotivating... too many facts inhibit people from making decisions because of a need to juggle all of the facts and a fear that they will make the "wrong" choice.

inflexible... so focused on maintaining a fixed understanding of how things are that you miss what is new, what has changed, and other alternatives.

You say, but I hear...

Logical value from a Personal perspective:

You speak from a ■ Logical perspective.

You state facts, process data, give information, value understanding, and you make sure the whole picture is presented.

But I listen from a ♥ Personal perspective!

I listen for feelings, sensitivities, the honoring of individuals for who they are, and intuitive senses. Therefore I will think that you are:

distant... you are so focused on the ideas and facts that you lose touch with the feelings that are appropriate with those ideas.

uncaring... facts take such a precedence that you lose sight of how this situation effects individuals' lives. I feel uncared for.

abrupt... you present the facts so coldly and "to the point" that I feel "cut off."

inhumane... the facts and logic you uphold could just as easily be presented by a computer. Where are your human feelings? Hello, is there a person inside?

suspicious... your facts are not accompanied with appropriate expressions of feelings resulting in my being suspicious as to whether you believe what you say.

narrow minded... your need to have complete understanding prevents you from being able to entertain other perspectives, factors, or aspects of life.

too rationalistic... you are unaware and unreceptive to intuitive hunches, feelings, and emotions being important factors in decision making.

You say, but I hear...

Practical value from an Logical perspective:

You speak from a ○ Practical perspective.

You are always aware of energy and putting things in the best light, talk about what works, give advice, and put the best foot forward in order to motivate and simulate action.

But I listen from a ■ Logical perspective!

I listen for facts, process data and information. I value concepts and understanding, and believe to be honest is to present the whole picture. Therefore I will think that you are:

superficial ... You are so aware of what will lead to immediate results that you only focus on giving practical advice and ignore the permanent, honorable principles and values.

unprincipled... you are seen as responding to what others think. How you respond is not constrained by guiding principles and values.

manipulative ... by calculating what is said and revealed, you are seen as manipulative and wanting to seize the power position.

deceptive... you will only present facts that you believe will directly effect the situation. You leave out facts and information that is part of the whole picture.

whimsical... You change along with the dynamics and popular perspectives. This causes you to be seen as flighty and whimsical: always changing with the times – I can never pin you down.

undependable... You cannot be depended upon because you are not consistent or fair.

You say, but I hear...

Practical value from a Personal perspective:

You speak from a ○ Practical perspective.

You are always aware of energy and putting things in the best light, talk about what works, give advice, and put the best foot forward in order to motivate and simulate action.

But I listen from a ♥ Personal perspective!

I listen for feelings, sensitivities, the honoring of individuals for who they are, and intuitive senses. Therefore I will think that you are:

calculating... you are so focused on practical aspects that you ignore the Personal feelings and expressions of the individuals. You really only give me and others attention if you think you can get something from us.

political... you are driven to gain the acceptance of many people, what you can get from people, and being in charge. You ignore shared feelings of compassion and empathy.

demanding... when being focused on what needs to be done now, you are unaware of how feelings need to be attended to and how people often need nurture first. You will run right over other's feelings because of your focus on getting the job done.

a 'better dealer'... you only are around caring for me when you can gain something. You cannot be depended on because you will bounce from one person to another depending on what you think you can get. You really don't care about me as a person.

You say, but I hear...

Personal value from an Logical perspective:

You speak from a ♥ Personal perspective.

You state feelings, sensitivities, the honoring of individuals for who they are, and intuitive senses.

But I listen from a ■ Logical perspective!

I listen for facts, process data and information. I value concepts and understanding, and believe to be honest is to present the whole picture. Therefore I will think that you are:

Too fluffy ... you are so expressive of feelings and perceptions you ignore the permanent, honorable principles and values. Everything is fluffy.

Not definite... you have an openness and flow that is void of any concrete aspects. Your feelings are subject to change and very susceptible to irrelevant matters.

Not provable ... you talk in metaphors and similes. None of what you contend for can be measured. It cannot be substantiated, nor is it scientific.

Avoiding the facts... you only seem to deal with perceptions, intuition and feelings. You leave out facts and information that are an essential part of the whole picture.

Unreasonable... your feelings are so strong that you do not deal with the facts.

You say, but I hear...

Personal value from a Practical perspective

You speak from a ♥ Personal perspective.

You state feelings, sensitivities, the honoring of individuals for who they are, and intuitive senses.

But I listen from a ○ Practical perspective!

I listen to see if what you are saying is dealing with things and people as they really are, if you are giving practical and professional advice, and are helping put the best foot forward in order to motivate and simulate action. Therefore I will think that you are:

Not productive... you are so focused on feelings and personalities, that you ignore the practical realities of life, work and what is best for people to do.

Too trusting... you are so aware of the good in people that you ignore the bad, that they do bad things, and that they will hurt you.

Not direct enough... you avoid causing people pain so much, that you do not get the message across that will get them into action.

Too fluffy ... you are so expressive of feelings and perceptions that you ignore what it will take to get the tasks done. You are so caring that you ignore the practical realities of money, things, and productive work. You're not realistic.

♥ Personal Motivators

Outside – Other People and Things

- Being invited to lunch, included as a person
- Things with intrinsic meaning (heirlooms, historic places, etc.)
- Being asked about family members and about personal matters:
(how was your weekend?, how was your vacation?)
- Wanting to help individuals

About One's Self

- Personal growth opportunities
- Having someone ask for your opinion
- Being on the inside – part of the inner-circle
- Being allowed to “watch over a group of people”

○ Practical Motivators

Outside – People and Things

- Getting tangible, visible results
- Being paid money
- Doing a lot of things that lead to personal results
- Meeting with powerful or successful individuals

About One's Self

- Being recognized for your accomplishments
- Fitting in socially
- Using your abilities to make a contribution
- Winning

■ Logical Motivators

Outside – People and Things

- Doing what is planned
- Doing what is right and according to the rules
- Understanding and reasoning through things
- A team, organization, group to which one can belong

About One's Self

- Being loyal and faithful to one's commitments
- Being found responsible
- Needing to be found guilt free
- Meeting your own standards