



Listening With Empathy: Creating Genuine Connections With Customers and Colleagues

John Selby

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With customer loyalty weighing in as the most valued commodity in the workplace today, we'd all like to know how to create lasting emotional connections to keep clients personally satisfied and eager to do business with us. In this followup to *Take Charge of Your Mind* John Selby presents his 4step *Listening With Empathy* moodmanagement method for doing just that, giving readers a practical toolkit for rapidly shifting from negative to genuinely positive moods at work, feeling good in your own skin in the present moment, and making authentic heart contact with customers, clients, and colleagues. As readers hone their abilities to create strong bonds with others by making them feel truly accepted and appreciated, they will naturally become more confident, charismatic, and successful. A highly regarded meditation teacher and business consultant, John Selby is the author of twentytwo books with sales totaling more than half a million copies.

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