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angry client, a potential customer, or even a friend or family member who isn't seeing eye to eye with you, your goal is most likely persuasion.

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He's the author of the book Just Listen: Discover the Secret to Getting Through to Absolutely Anyone, which has won all kinds of awards. Mark is a business advisor, a consultant, a trainer, a coach trained as a clinical psychologist who has honed his skills as a FBI police

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hostage negotiation trainer.

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Go into the conversation knowing that there is something very interesting about the person, and be determined to discover it. When you do this, your expectation will show in your eyes and

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body language. You'll instinctively ask questions that let the other person fully develop an interesting story, rather than trying to trump that story.

Book Excerpt - 'Just Listen: Discover the Secret to ...

In Just Listen, veteran psychiatrist and business coach Mark Goulston reveals

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the secret to how to get through to anyone, even when productive communication seems impossible.

“Here's the challenge,” Mark says.

“People have their own needs, desires, and agendas. They have secrets they're hiding from you.

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Getting Through to ...

Just Listen will get you there. In this powerful yet engaging book, acclaimed psychiatrist and business coach Mark Goulston reveals how to get through to anyone--even when successful communication seems impossible--with simple yet remarkably effective tools and techniques that can make your

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words compelling and break down the walls that keep you from getting through to the people you need to buy into your ideas and goals.

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There is such a thing as full amygdala
hijack when a person just loses it and is
no longer in control of their actions. This
is when someone becomes so angry that

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you cannot reason with them.

**JUST LISTEN by Mark Goulston -
Altfeld Inc**

In Just Listen, veteran psychiatrist and business coach Mark Goulston reveals the secret to how to get through to anyone, even when productive communication seems impossible.

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Getting through to someone is a fine art,
indeed, but a critical one nonetheless.
Whether you are dealing with a harried...

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