**Seek first to understand than to be understood.**
Summary : this chapter in the book has a lot to do with how we should handle other people when they are having a hard time. We shouldn't pretend to know what they are feeling we should just listen and help then with the pain not the situation. We need to learn to be understanding ......" Seek to understand than to be understood "

**10 key points**
1. Always listen first

2. Try to understand someone before you judge

3. Try to have good listening skills
- no spacing out
- pretending to listen
- selective listening
- word listening
- self centered

4. " We as humans want to feel understood "

5. Genuine listening
- listen with eyes heart and ears
- practice mirroring
- stand in their shoes

6. Try listening to parents for a better relationship

7. Sometimes what you think is helping ; makes it worse

8. Saying ' I told you so ' helps no one

9. Just listen .... Don't talk .... Listen

10. To hear what other people are saying you need to listen to what they are not saying. No matter how hard people may appear on the surface , mostly everyone is tender inside . And has a need to be understood .