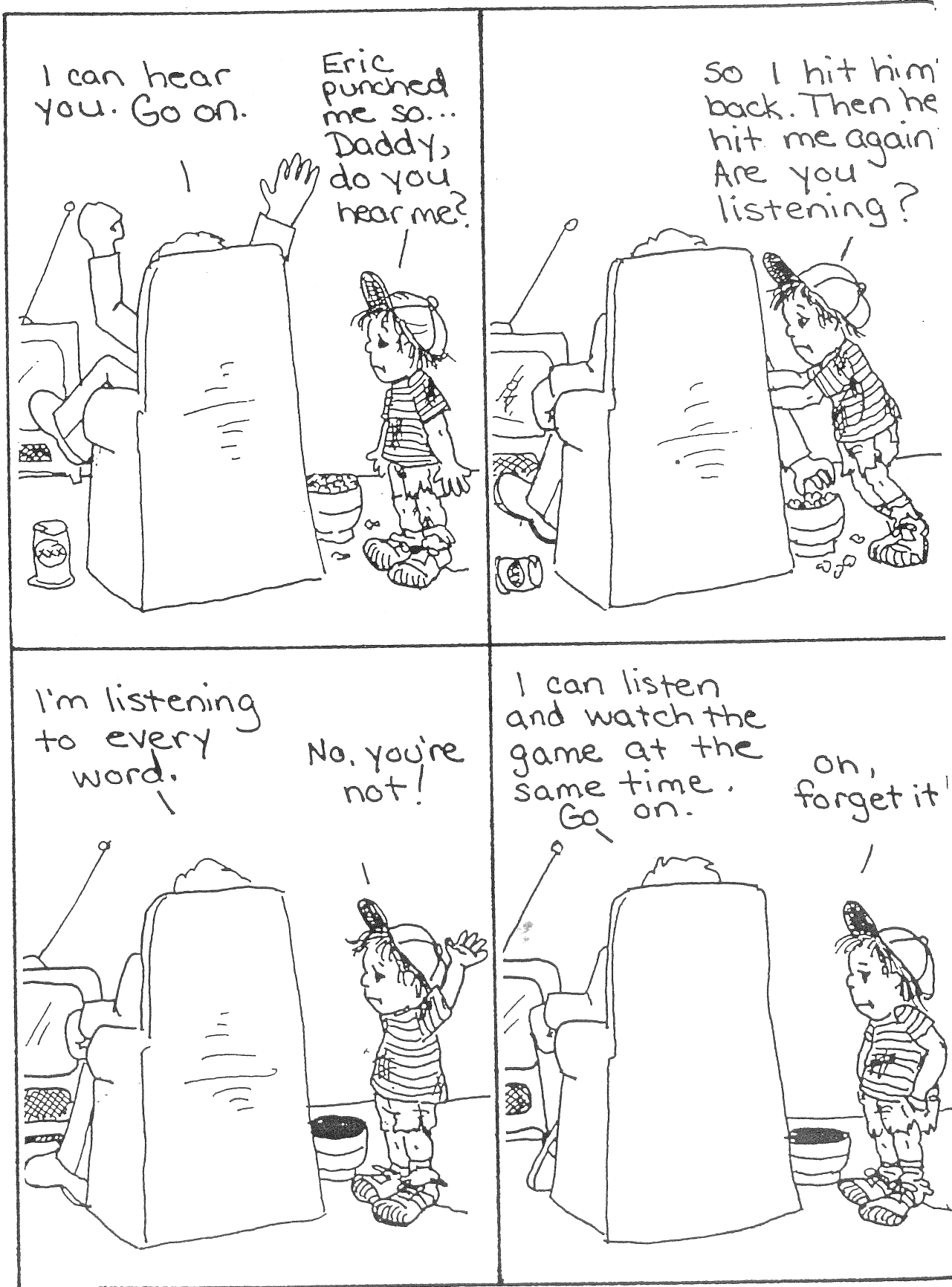


INSTEAD OF HALF-LISTENING,



It can be discouraging to try to get through to someone who gives only lip service to listening.