



# Swift to Hear - Facilitating Skills in Listening and Responding (New Library of Pastoral Care)

*Michael Jacobs*

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Basic listening skills are at the heart of communication, or any pastoral encounter. In this new and thoroughly updated edition of 'Swift to Hear', Michael Jacobs addresses these listening and responding skills, describing the process of communication, which is at the heart of the helping interview. The primary message of this book is the ability to listen, and to hear what a person is really saying, is of paramount importance in any counselling situation, and that if practitioners can enhance these skills they will be far more effective. Numerous exercises make this an excellent book for training in all fields of pastoral work, both with individuals and with groups.

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