

**Eric Garner**

# **The Art of Communicating:**



**500 quotes on how to communicate with others**

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The Art of Communicating: 500 quotes on how to communicate with others  
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# Preface

## Introduction to “The Art of Communicating”.

We all love a good quote. A good quote can do many things. It can sum up in just a few words what it takes a whole day to learn. It can deliver something that has taken someone a lifetime of experience to discover. It can make us smile with its accuracy and wisdom. It can delight us with its turn of phrase. And it can hit the spot in encapsulating something we’ve come to understand ourselves. When asked for their favourite quotations, ones that mean something to them or ones that they were given and have used throughout their lives to help them gain some insight, most people can usually quote a quote.

In this collection, you’ll find around 500 quotes on the theme of Communications. They range from quotes by Lao Tzu in around 500 BC and Cicero in 100 BC to Henry Ford and Walt Disney in the 20<sup>th</sup> century. Some of the oldest quotes are some of the most relevant today. You’ll discover insights into how to get on better with others, whether at work or not. You’ll learn how to give advice to someone who needs your help. You’ll learn some excellent tips on how to influence, persuade, and negotiate. You’ll get a primer on presentation skills. And you’ll learn some of the secrets of successfully working with your clients and customers. This book is a delightful way to learn. When your training is finished, you’ll still be leafing through these gems for the sheer pleasure of reading them.

## Profile of Editor Eric Garner

Eric Garner is an experienced management trainer with a knack for bringing the best out of individuals and teams. Eric founded ManageTrainLearn in 1995 as a corporate training company in the UK specialising in the 20 skills that people need for professional and personal success today. Since 2002, as part of KSA Training Ltd, ManageTrainLearn has been a major player in the e-learning market. Eric has a simple mission: to turn ManageTrainLearn into the best company in the world for producing and delivering quality online management products.

## Profile of ManageTrainLearn

ManageTrainLearn is one of the top companies on the Internet for management training products, materials, and resources. Products range from training course plans to online courses, manuals to teambuilder exercises, mobile management apps to one-page skill summaries and a whole lot more. Whether you’re a manager, trainer, or learner, you’ll find just what you need at ManageTrainLearn to skyrocket your professional and personal success.

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# 1 Communications

“Words are but pictures of our thoughts.”

(John Dryden 1631 - 1700)

“The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them.”

(Ralph Nichols)

“An act of communication is a temporary contract between two people.”

(Sheila Hirst)

“Much talking is the cause of danger. Silence is the means of avoiding misfortune. The talkative parrot is shut up in a cage; other birds, without speech, fly freely about.”

(Saskya Pandita 1182 - 1251)

“Weigh the meaning and look not at the words.”

(Ben Johnson 1572 - 1637)

“Language is the picture and counterpart of thought.”

(Mark Hopkins 1802 - 87)

“Language is a city to the building of which every human being brought a stone.”

(Ralph Waldo Emerson 1803 - 82)

“The same words conceal and declare the thoughts of men.”

(Dionysius Cato 300)

“No man is an island.”

(John Donne 1572 - 1631)

“Without credible communication, and a lot of it, employee hearts and minds are never captured.”

(John Kotter)

“Think like a wise man but communicate in the language of the people.”

(William Butler Yeats 1865 – 1939)

“I’m just not a memo writer. I like to look someone in the eye and say: “Let’s talk””

(Peter C. Scott)

“If you can’t say it in 30 seconds, you probably can’t say it at all. If you know, you can make any point very well in 30 seconds.”

(Terry Mayo)

“I see better now as a blind man than I did as a sighted man. I discovered we don’t see with our eyes. We only really see when we are willing to look at the truth about us, life and other people. You don’t need eyes to see that.”

(Virgil Adamson in the movie “At First Sight”)

“They never taste who always drink; they always talk who never think.”

(Matthew Prior 1664 - 1721)

“It’s alright to hold a conversation, but you should let go of it now and again.”

(Richard Armour)

“For good or ill, your conversation is your advertisement. Every time you open your mouth you let men look into your mind. Do they see it well-clothed, neat, businesslike?”

(Bruce Barton)

“Being vulnerable doesn’t have to be threatening. Just have the courage to be sincere, open and honest. This opens the door to deeper communication all around. It creates self-empowerment and the kind of connections with others we all want in life.”

(Sarah Paddison)

“Conversations are the way knowledge workers discover what they know, share it with colleagues, and in the process create new knowledge for the organisation.”

(Alan Webber)

“I know that you believe that you understood what you think I said, but I am not sure you realise that what you heard is not what I meant.”

(Robert McCloskey)

“We shall never understand one another until we reduce the language to seven words.”

(Kahlil Gibran 1883 - 1931)

“Communication is really all anyone ever gets paid for ultimately...and if you cannot effectively communicate...you will PAY...not get paid.”

(Doug Firebaugh)

“Men suppose their reason has command over their words; still it happens that words in return exercise authority over reason.”

(Francis Bacon 1561 - 1626)

“The essence of good management is the art of making difficult things simple, not simple things difficult.”

(Source Unknown)

“The first and most difficult task of dialogue involves parking the ego and listening with an open spirit. From this receptivity can come questions which lead to understanding.”

(Ann McGee-Cooper)

“Words, like eyeglasses, blur everything that they do not make more clear.”

(Joseph Joubert 1754 - 1824)

“If A equals success, then the formula is:  $A = X + Y + Z$ , where X is work, Y is play and Z is keep your mouth shut.”

(Albert Einstein 1879 - 1955)

“Coherent communication is based on four key principles: 1. Achieve understanding first 2. Listen non-judgmentally 3. Listen for the essence 4. Be authentic.”

(Doc Childre and Bruce Cryer)

“The word is half his that speaks and half his that hears it.”

(Michel de Montaigne 1533 - 92)

“It is very important to work hard and not talk about it. We are often criticised for being too discrete. But in the military, you never say anything unless it is to mislead the enemy.”

(Alfred Schindler)

“Inform all the troops that communications have completely broken down.”

(Ashleigh Brilliant)

“Put a bridle on thy tongue; set a guard before thy lips, lest the words of thine own mouth destroy thy peace. On much speaking cometh repentance, but in silence is safety.”

(Akhenaton 1375 BC)

“Words are both better and worse than thoughts, they express them and add to them; they give them power for good or evil; they start them on an endless flight, for instruction and comfort and blessing, or for injury and sorrow and ruin.”

(Tryon Edwards 1809 - 94)

“After all, when you come right down to it, how many people speak the same language even when they speak the same language?”

(Russell Hoban)

“Some words are like rays of sunshine, others like barbed arrows or the bite of a serpent. And if hard words cut so deep, how much pleasure can kind ones give?”

(Sir John Lubbock 1834 - 1913)



“Proper words in proper places make the true definition of style.”

(Jonathan Swift 1667 - 1745)

“There is no such thing as conversation. It is an illusion. There are intersecting monologues, that is all.”

(Rebecca West)

“Ideas in the mind are the transcript of the world; words are the transcript of ideas; and writing and printing are the transcript of words.”

(Joseph Addison 1672 - 1719)

“True ease in writing comes from art, not chance; as those move easiest who have learn'd to dance.”

(Alexander Pope 1688 - 1744)

“The pen is the tongue of the mind.”

(Miguel de Cervantes 1547 - 1616)

“True interactivity is not about clicking on icons or downloading files, it's about encouraging communication.”

(Edwin Schlossberg)

“One great use of words is to hide our thoughts.”

(Voltaire 1694 - 1778)

“Language is not only the vehicle of thought; it is a great and efficient instrument in thinking.”

(Sir Humphrey Davy 1778 - 1829)

“Words are the only things that last for ever.”

(William Hazlitt 1778 - 1830)

“There are words which are worth as much as the best actions, for they contain the germ of them all.”

(Anne Swetchine 1782 - 1857)

“A moment of thinking is an hour of words.”

(Thomas Hood 1798 - 1845)

“Listening, not imitation, may be the sincerest form of flattery.”

(Joyce Brothers)

“By poetry we mean the art of employing words in such a manner as to produce an illusion on the imagination; the art of doing by means of words, what the painter does by colours.”

(Thomas B. Macaulay 1800 - 1859)

“Good words do more than hard speeches, as the sunbeams without any noise will make the traveller cast off his cloak, which all the blustering winds could not do, but only make him bind it closer to him.”

(Robert Leighton 1611 - 84)

“Words are the most powerful drug used by mankind.”

(Rudyard Kipling 1865 - 1936)

“Most people are body language under-educated. There are no skills taught in elementary, junior high or high school anywhere. Most people have no idea why they “just get a feeling about someone.” You probably have no idea what cues and signals you are sending.”

(Kevin Hogan)

“A speech should be like a woman’s skirt: long enough to cover the topic yet short enough to be interesting.”

(Winston Churchill)

“The most effective way to achieve right relations with any living thing is to look for the best in it, and then help that best into the fullest expression.”

(Allen J. Boone)

“If I went back to college again, I’d concentrate on two areas: learning to write and to speak before an audience. Nothing in life is more important than the ability to communicate effectively.”

(Gerald Ford)

“That writer does the most, who gives his reader the most knowledge, and takes from him the least time.”

(Caleb Charles Colton 1780 - 1832)

“With words we govern men.”

(Benjamin Disraeli 1804 - 81)

“A powerful agent is the right word. Whenever we come upon one of those intensely right words in a book or a newspaper, the resulting effect is physical as well as spiritual.”

(Mark Twain 1835 - 1910)

“But for all their inadequacy and their radical unlikeness to the facts to which they refer, words remain the most reliable and accurate of our symbols. Whenever we want to have a precise report of facts or ideas, we must resort to words.”

(Aldous Huxley 1894 - 1963)

“Words are one of our chief means of adjusting to all the situations of life. The better control we have over words, the more successful our adjustment is likely to be.”

(Bergen Evans)

“Talking is like playing on a harp: there is as much in laying the hands on the strings to stop their vibrations as in twanging them to bring out the music.”

(Oliver Wendell Holmes 1809 - 94)

“When the eyes say one thing, and the tongue another, a practiced man relies on the language of the first.”

(Ralph Waldo Emerson)

“Words spoken may fly away; the writing-brush leaves its mark.”

(Chinese proverb)

“If names are not correct, language will not be in accordance with the truth of things.”

(Confucius 551 - 479 BC)

“The chief virtue that language can have is clearness, and nothing detracts from it so much as the use of unfamiliar words.”

(Hippocrates 460 - 370BC)

“Communication is the real work of leadership.”

(Nitin Nohria)

“Words are used to express meaning; when you understand the meaning, you can forget the words.”

(Chuang-Tzu 350 BC)

“It is as easy to draw back a stone thrown with force from the hand, as to recall a word once spoken.”

(Menander 342 -291BC)

“Men of few words are the best men.”

(William Shakespeare 1564 - 1616)

“Obscurity in writing is commonly an argument of darkness in the mind. The greatest learning is to be seen in the greatest plainness.”

(John Wilkins 1614 - 72)

“A single word often betrays a great design.”

(Racine 1639 - 99)

“In those instances where two or three individuals of similar skills interview for the same job, it’s been shown that the individual who is often extended the offer is the one who communicates the best. In fact, there are times that an individual with a lesser skill set will get the job simply because of his or her communication abilities.”

(Kathy Maixner)

“A very great part of the mischiefs that vex this world arises from words.”

(Edmund Burke 1729 - 97)

“It’s not what you tell them...it’s what they hear.”

(Red Auerbach)

“The 8 key words that will move practically anyone to your side of the issue: ‘If you can’t do it, I’ll definitely understand.’”

(Bob Burg)

“Bureaucrats write memoranda both because they appear to be busy when they are writing and because the memos, once written, immediately become proof that they were busy.”

(Charles Peters)

“Volatility of words is carelessness in action; words are the wings of action.”

(Sir John Lavater 1741 - 1801)

“Years ago when I was an ugly, skinny, pimple ridden and introverted teenager, my mother taught me this lesson: ‘It doesn’t matter what you look like. People don’t judge you by what you appear to be or your outward self. They want to know how you think about them as people. Always turn it over to the other person and you will always be in a winning position.’”

(Dick Clark)

“How many people make themselves abstract to appear profound. The great part of abstract terms are shadows that hide a vacuum.”

(Joseph Joubert 1754 - 1824)

“A word too much always defeats its purpose.”

(Arthur Schopenhauer 1788 - 1860)

“We live on our own solitary islands of reality, absorbed in and fascinated by our own points of view. Frequently we reach out to one another seeking to understand or be understood. The bridge between our separate realities is communication . . . To communicate is to relate.”

(Layne and Paul Cutright)

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.”

(Anthony Robbins)

“A good head and good heart are always a formidable combination. But when you add to that a literate tongue or pen, then you have something special.”

(Nelson Mandela)

“A thousand words will not leave so deep an impression as one deed.”

(Henrik Ibsen 1828 - 1906)

“Having a good conversation starts with good intentions. It’s not about the topic, I’ve found, so much as the energy and good feelings you put into the conversation. A good conversation is heartfelt and brave. You know that already. Challenge yourself.”

(Michael Masterson)

“When you speak, ask questions. Don’t lecture.”

(Denis Waitley)

“The real art of conversation is not only to say the right thing at the right place but to leave unsaid the wrong thing at the tempting moment.”

(Dorothy Nevill)

“At best, ‘communication’ is the name for those practices that compensate for the fact that we can never be each other.”

(John Durham Peters)

“You can communicate without motivating, but it impossible to motivate without communicating.”

(John Thompson)

“If you communicate well, you have the competition beat by a mile. The question then is whether or not you’re fostering good communication in everything you do.”

(Kathy Maixner)

“‘What is it you see that I don’t?’; ‘How do you see this differently and why?’; ‘Please help me understand from your perspective.’

To ask these questions requires that one no longer need to have the best or last answer. Expanding one’s understanding becomes more important than being right or getting one’s point across.”

(Ann McGee-Cooper)

“In words, as fashions, the same rule will hold; alike fantastic, if too new or old: be not the first by whom the new are tried, nor yet the last to lay the old aside.”

(Alexander Pope 1688 -1744)

“The measurement of your communication is the response you get.”

(Source Unknown)

“I’ve noticed two things about men who get big salaries. They are almost invariably men who, in conversation or in conference, are adaptable. They quickly get the other fellow’s view. They are more eager to do this than to express their own ideas. They also state their own point of view convincingly.”

(John Hallock)

“If you would be with a great mind, leave him with a favourable impression of you; if with a little mind, leave him with a favourable impression of himself.”

(Samuel Coleridge 1772 - 1834)

“It is the things in common that make relationships enjoyable, but it is the little differences that make them interesting.”

(Todd Ruthman)

“Feelings of worth can flourish only in an atmosphere where individual differences are appreciated, mistakes are tolerated, communication is open, and rules are flexible - the kind of atmosphere that is found in a nurturing family.”

(Virginia Satir)

“The genius of communication is the ability to be both totally honest and totally kind at the same time.”

(John Powell)

## 2 Counselling Skills

“Counselling is a process of my wanting to lead you back to yourself.”

(Leo Buscaglia)

“Nobody can give you wiser advice than yourself.”

(Cicero 106 – 43 BC)

“Note how good you feel after you have encouraged someone else. No other argument is necessary to suggest that one never miss the opportunity to give encouragement.”

(George Adams)

“The true secret of giving advice is, after you have honestly given it, to be perfectly indifferent whether it is taken or not and never persist in trying to set people right.”

(Hannah Whitall Smith)

“Advice is seldom welcome and those who want it the most always like it the least.”

(Earl of Chesterfield)

“The task of counselling is to give the client an opportunity to explore, discover and clarify ways of living more resourcefully and towards greater well-being.”

(British Association of Counselling)

“Nobody, as long as he moves about among the chaotic currents of life, is without trouble.”

(Carl Jung)

“One of the most valuable things we can do to heal one another is to listen to each others’ stories.”

(Rebecca Falls)

“Never lose the chance of saying a kind word.”

(William Makepeace Thackeray)

“Listening is a strange and magnetic thing, a creative force. When we really listen to people, there is an alternating current, and this recharges us so that we never get tired of each other. We are constantly being re-created.”

(Brenda Ueland)

“We all admire the wisdom of people who come to us for advice.”

(Jack Herbert)

“The glory of friendship is not the outstretched hand, nor the kindly smile. It’s the spiritual inspiration that comes to one



when he discovers that someone else believes in him and is willing to trust him with his friendship.”

(Ralph Waldo Emerson 1803 - 82)

“One kind word can warm three winter months.”

(Japanese proverb)

“People are unreasonable, illogical and self-centred. Love them anyway. People really need help, but may attack you if you help them. Help people anyway. Give the world the best you have and you will get kicked in the teeth. Give your best anyway.”

(Mother Teresa of Calcutta)

“Advice is what we ask for when we know the answer but wish we didn’t.”

(Erica Jong)

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of courage, all of which have the potential to turn a life around.”

(Leo Buscaglia)

“To give counsel as well as take it is a feature of true friendship.”

(Cicero 106 - 43 BC)

“Men are born with two eyes and one tongue, in order that they should see twice as much as they say.”

(Charles Caleb Colton 1780 - 1832)

“There is a subterranean emotional economy that passes amongst all of us. In every interaction, we can make people feel better or worse.”

(Daniel Coleman)

“All life comes back to the question of our speech, the medium through which we communicate with each other. For all life comes back to the question of our relations with one another.”

(William James 1842 - 1910)

“Give neither counsel or salt till you are asked for it.”

(Old Proverb)

“When you talk, you repeat what you already know; when you listen, you often learn something new.”

(Jared Sparks 1789 - 1866)

“It is the client who knows what hurts, what directions to go, what problems are crucial, what experiences have been deeply buried.”

(Carl Rogers)

“Only when the clamour of the outside world is silenced will you be able to hear the deeper vibration. Listen carefully.”  
(Sarah Ban Breathnach)

“Don’t find fault, find a remedy.”  
(Henry Ford 1863 - 1947)

“If you approach each person you meet in a spirit of adventure, you will find yourself endlessly fascinated by the new channels of thought and experience and personality that you encounter.”  
(Eleanor Roosevelt 1884 - 1962)

“When a wise man is advised of his errors, he will reflect on and improve his conduct. When his misconduct is pointed out, a foolish man will not only disregard the advice but rather repeat the same error.”  
(The Buddha 568 - 488 BC)

“Advice is seldom welcome and those who want it the most always like it the least.”  
(Lord Chesterfield 1694 - 1773)

“Beginning today, treat everyone you meet as if they were going to be dead by midnight. Extend to them all the care, kindness and understanding you can muster, and do it with no thought of any reward. Your life will never be the same again.”  
(Augustine Mandino 1923 - 96)

“Speak clearly if you speak at all; carve every word before you let it fall.”

(Oliver Wendell Holmes 1809 - 94)

“When we honestly ask ourselves which persons in our lives mean the most to us, we often find that it is those who, instead of giving advice, solutions, or cures, have chosen to share our pain and touch our wounds with a warm and tender hand.”

(Henri Nouwen)

“A good deed is one that brings a smile to the face of another.”

(Mohammed 571 - 632)

“Confidence placed in another often compels confidence in return.”

(Livy 59 BC - 17 AD)

“If a person constantly criticises themselves and runs themselves down, then it is difficult for that person not to be critical and emotionally punishing to other people. Put in another way, we need to see the jewel in ourselves before we can see it in other people.”

(Ray Woolfe)

“It is an equal failing to trust everybody and to trust nobody.”

(18th century proverb)

“When you counsel someone, you should appear to be reminding him of something he had forgotten, not of the light he was unable to see.”

(Baltasar Gracian)

“All of us, at certain moments of our lives, need to take advice and to receive help from other people.”

(Alexis Carrel, Reflections on Li)

“Most people do not listen with the intent to understand, rather they listen with the intent to reply. They are busy filtering everything through their own perspectives rather than trying to understand another’s frame of reference.”

(Stephen Covey)

“If there is any one secret of success, it lies in the ability to get the other person’s point of view and see things from his angle as well as your own.”

(Henry Ford)

“Be trustworthy. Be the person who can keep a secret, isn’t a gossip, and can be counted on in all situations.”

(Larry Winget)

“To be persuasive we must be believable; to be believable we must be credible; to be credible we must be truthful.”

(Edward Murrow)

“The greatest good you can do for another is not just share your riches but to reveal to him his own.”

(Benjamin Disraeli)

“Henceforth will I shed only tears of sweat, for those of sadness or frustration are of no value in the market place whilst each smile can be exchanged for gold and each kind word, spoken from my heart, can build a castle.”

(Og Mandino)

“How far you go in life depends on you being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and the strong. Because someday in life you will have been all of these.”

(George Washington Carver)

“There is only one thing that will really train the human mind and that is the voluntary use of the mind by the man himself. You may aid him, you may guide him, you may suggest to him, and, above all else, you may inspire him. But the only thing worth having is that which he gets by his own exertions, and what he gets is in direct proportion to what he puts into it.”

(Albert Lowell)

“To hear, one must be silent.”

(Old proverb)

“When I am disturbed, it is because I find some person, place, thing, or situation - some fact of my life - unacceptable to me, and I can find no serenity until I accept that person, place, thing, or situation as being exactly the way it is supposed to be at this moment.”

(Alcoholics Anonymous)

“We cannot hold a torch to light another’s path, without brightening our own.”

(Ben Sweetland)

“The trouble with the man who goes to see a doctor is that he wishes to be cured in a day of ills it has taken him years to acquire.”

(Source Unknown)

“Effective counsellors remember that words have no meaning, only people have meaning. The assignment of meaning to a term is an internal process; meaning comes from inside us. And although our experiences differ, we often misinterpret each others’ messages while under the illusion that common understanding has been achieved.”

(Larry Barker)

“A single conversation across the table with a wise man is worth a month’s study of books.”

(Chinese proverb)

“If we eliminated all errors, we would also eliminate much discovery, art, insight, learning, and creativity that results