

You Just Don't Understand: Women and Men in Conversation

Deborah Tannen

Many men and women complain with frustration that they communicate on different "wave lengths." Deborah Tannen, a sociolinguist, explains why men and women often talk past each other in a host of everyday situations.

I was sitting in a suburban living room, speaking to a women's group that had invited men to join them for the occasion of my talk about communication between women and men. During the discussion, one man was particularly talkative, full of lengthy comments and explanations. When I made the observation that women often complain that their husbands don't talk to them enough, this man volunteered that he heartily agreed. He gestured toward his wife, who had sat silently beside him on the couch throughout the evening, and said, "She's the talker in our family."

Everyone in the room burst into laughter. The man looked puzzled and hurt. "It's true," he explained. "When I come home from work, I usu-

ally have nothing to say, but she never runs out. If it weren't for her, we'd spend the whole evening in silence." Another woman expressed a similar paradox about her husband: "When we go out, he's the life of the party. If I happen to be in another room, I can always hear his voice above the others. But when we're home, he doesn't have that much to say. I do most of the talking."

Who talks more, women or men? According to the stereotype, women talk too much. Linguist Jennifer Coates notes some proverbs:

A woman's tongue wags like a lamb's tail.

Foxes are all tail and women are all tongue.

The North Sea will sooner be found wanting in water than a woman be at a loss for a word.

Throughout history, women have been punished for talking too much or in the wrong way. Linguist Connie Eble lists a variety of physical

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punishments used in Colonial America: Women were strapped to ducking stools and held underwater until they nearly drowned, put into the stocks with signs pinned to them, gagged, and silenced by a cleft stick applied to their tongues.

Though such institutionalized corporal punishments have given way to informal, often psychological ones, modern stereotypes are not much different from those expressed in the old proverbs. Women are believed to talk too much. Yet study after study finds that it is men who talk more at meetings, in mixed-group discussions, and in classrooms where girls or young women sit next to boys or young men. For example, communications researchers Barbara and Gene Eakins tape recorded and studied seven university faculty meetings. They found that, with one exception, men spoke more often and, without exception, spoke for a longer time. The men's turns ranged from 10.66 to 17.07 seconds, while the women's turns ranged from 3 to 10 seconds. In other words, the women's longest turns were still shorter than the men's shortest turns.

When a public lecture is followed by questions from the floor, or a talk show host opens the phones, the first voice to be heard asking a question is almost always a man's. And when they ask questions or offer comments from the audience, men tend to talk longer. Linguist Marjorie Swacker recorded question-and-answer sessions at academic conferences. Women were highly visible as speakers at the conferences studied; they presented 40.7 percent of the papers at the conferences studied and made up 42 percent of the audiences. But when it came to volunteering and being called on to ask questions, women contributed only 27.4 percent. Furthermore, the women's questions, on the average, took less than half as much time as the men's. (The mean was 23.1 seconds for women, 52.7 for men.) This happened, Swacker shows, because men (but not women) tended to preface their questions with statements, ask more than one question, and follow up the speaker's answer with another question or comment.

I have observed this pattern at my own lectures, which concern issues of direct relevance to women. Regardless of the proportion of women and men in the audience, men almost invariably ask the first question, more questions, and longer questions. In these situations, women often feel that men are talking too much. I recall one discussion period following a lecture I gave to a group assembled in a bookstore. The group was composed mostly of women, but most of the discussion was being conducted by men in the audience. At one point, a man sitting in the middle was talking at such great length that several women in the front rows began shifting in their seats and rolling their eyes at me. Ironically, what he was going on about was how frustrated he feels when he has to listen to women going on and on about topics he finds boring and unimportant.

RAPPORT-TALK AND REPORT-TALK

Who talks more, then, women or men? The seemingly contradictory evidence is reconciled by the difference between what I call *public* and *private speaking*. More men feel comfortable doing "public speaking," while more women feel comfortable doing "private" speaking. Another way of capturing these differences is by using the terms *report-talk* and *rapport-talk*.

For most women, the language of conversation is primarily a language of rapport: a way of establishing connections and negotiating relationships. Emphasis is placed on displaying similarities and matching experiences. From childhood, girls criticize peers who try to stand out or appear better than others. People feel their closest connections at home, or in settings where they *feel* at home—with one or a few people they feel close to and comfortable with—in other words, during private speaking. But even the most public situations can be approached like private speaking.

For most men, talk is primarily a means to

preserve independence and negotiate and maintain status in a hierarchical social order. This is done by exhibiting knowledge and skill, and by holding center stage through verbal performance such as storytelling, joking, or imparting information. From childhood, men learn to use talking as a way to get and keep attention. So they are more comfortable speaking in larger groups made up of people they know less well—in the broadest sense, “public speaking.” But even the most private situations can be approached like public speaking, more like giving a report than establishing rapport.

PRIVATE SPEAKING: THE WORDY WOMAN AND THE MUTE MAN

What is the source of the stereotype that women talk a lot? Dale Spender suggests that most people feel instinctively (if not consciously) that women, like children, should be seen and not heard, so any amount of talk from them seems like too much. Studies have shown that if women and men talk equally in a group, people think the women talked more. So there is truth to Spender’s view. But another explanation is that men think women talk a lot because they hear women talking in situations where men would not: on the telephone; or in social situations with friends, when they are not discussing topics that men find inherently interesting; or, like the couple at the women’s group, at home alone—in other words, in private speaking.

Home is the setting for an American icon that features the silent man and the talkative woman. And this icon, which grows out of the different goals and habits I have been describing, explains why the complaint most often voiced by women about the men with whom they are intimate is “He doesn’t talk to me”—and the second most frequent is “He doesn’t listen to me.”

A woman who wrote to Ann Landers is typical:

My husband never speaks to me when he comes home from work. When I ask, “How did everything go

today?” he says, “Rough . . .” or “It’s a jungle out there.” (We live in Jersey and he works in New York City.)

It’s a different story when we have guests or go visiting. Paul is the gabbiest guy in the crowd—a real spellbinder. He comes up with the most interesting stories. People hang on every word. I think to myself, “Why doesn’t he ever tell *me* these things?”

This has been going on for thirty-eight years. Paul started to go quiet on me after ten years of marriage. I could never figure out why. Can you solve the mystery?

—The Invisible Woman

Ann Landers suggests that the husband may not want to talk because he is tired when he comes home from work. Yet women who work come home tired too, and they are nonetheless eager to tell their partners or friends everything that happened to them during the day and what these fleeting, daily dramas made them think and feel.

Sources as lofty as studies conducted by psychologists, as down to earth as letters written to advice columnists, and as sophisticated as movies and plays come up with the same insight: Men’s silence at home is a disappointment to women. Again and again, women complain, “He seems to have everything to say to everyone else, and nothing to say to me.”

The film *Divorce American Style* opens with a conversation in which Debbie Reynolds is claiming that she and Dick Van Dyke don’t communicate, and he is protesting that he tells her everything that’s on his mind. The doorbell interrupts their quarrel, and husband and wife compose themselves before opening the door to greet their guests with cheerful smiles.

Behind closed doors, many couples are having conversations like this. Like the character played by Debbie Reynolds, women feel men don’t communicate. Like the husband played by Dick Van Dyke, men feel wrongly accused. How can she be convinced that he doesn’t tell her anything, while he is equally convinced he tells her everything that’s on his mind? How can women

and men have such different ideas about the same conversations?

When something goes wrong, people look around for a source to blame: either the person they are trying to communicate with ("You're demanding, stubborn, self-centered") or the group that the other person belongs to ("All women are demanding"; "All men are self-centered"). Some generous-minded people blame the relationship ("We just can't communicate"). But underneath, or overlaid on these types of blame cast outward, most people believe that something is wrong with them.

If individual people or particular relationships were to blame, there wouldn't be so many different people having the same problems. The real problem is conversational style. Women and men have different ways of talking. Even with the best intentions, trying to settle the problem through talk can only make things worse if it is ways of talking that are causing trouble in the first place. . . .

"TALK TO ME!"

Women's dissatisfaction with men's silence at home is captured in the stock cartoon setting of a breakfast table at which a husband and wife are sitting: He's reading a newspaper; she's glaring at the back of the newspaper. In a Dagwood strip, Blondie complains, "Every morning all he sees is the newspaper! I'll bet you don't even know I'm here!" Dagwood reassures her, "Of course I know you're here. You're my wonderful wife and I love you very much." With this, he unseeingly pats the paw of the family dog, which the wife has put in her place before leaving the room. The cartoon strip shows that Blondie is justified in feeling like the woman who wrote to Ann Landers: invisible.

Another cartoon shows a husband opening a newspaper and asking his wife, "Is there anything you would like to say to me before I begin reading the newspaper?" The reader knows that

there isn't—but that as soon as he begins reading the paper, she will think of something. The cartoon highlights the difference in what women and men think talk is for: To him, talk is for information. So when his wife interrupts his reading, it must be to inform him of something that he needs to know. This being the case, she might as well tell him what she thinks he needs to know before he starts reading. But to her, talk is for interaction. Telling things is a way to show involvement, and listening is a way to show interest and caring. It is not an odd coincidence that she always thinks of things to tell him when he is reading. She feels the need for verbal interaction most keenly when he is (unaccountably, from her point of view) buried in the newspaper instead of talking to her.

Yet another cartoon shows a wedding cake that has, on top, in place of the plastic statues of bride and groom in tuxedo and gown, a breakfast scene in which an unshaven husband reads a newspaper across the table from his disgruntled wife. The cartoon reflects the enormous gulf between the romantic expectations of marriage represented by the plastic couple in traditional wedding costume, and the often disappointing reality represented by the two sides of the newspaper at the breakfast table—the front, which he is reading, and the back, at which she is glaring.

These cartoons, and many others on the same theme, are funny because people recognize their own experience in them. What's not funny is that many women are deeply hurt when men don't talk to them at home, and many men are deeply frustrated by feeling they have disappointed their partners, without understanding how they failed or how else they could have behaved.

Some men are further frustrated because, as one put it, "When in the world am I supposed to read the morning paper?" If many women are incredulous that many men do not exchange personal information with their friends, this man is incredulous that many women do not bother to read the morning paper. To him, reading the paper is an essential part of his morning ritual.

and his whole day is awry if he doesn't get to read it. In his words, reading the newspaper in the morning is as important to him as putting on makeup in the morning is to many women he knows. Yet many women, he observed, either don't subscribe to a paper or don't read it until they get home in the evening. "I find this very puzzling," he said. "I can't tell you how often I have picked up a woman's morning newspaper from her front door in the evening and handed it to her when she opened the door for me."

To this man (and I am sure many others), a woman who objects to his reading the morning paper is trying to keep him from doing something essential and harmless. It's a violation of his independence—his freedom of action. But when a woman who expects her partner to talk to her is disappointed that he doesn't, she perceives his behavior as a failure of intimacy: He's keeping things from her; he's lost interest in her; he's pulling away. A woman I will call Rebecca, who is generally quite happily married, told me that this is the one source of serious dissatisfaction with her husband, Stuart. Her term for his taciturnity is *stinginess of spirit*. She tells him what she is thinking, and he listens silently. She asks him what he is thinking, and he takes a long time to answer. "I don't know." In frustration she challenges, "Is there nothing on your mind?"

For Rebecca, who is accustomed to expressing her fleeting thoughts and opinions as they come to her, *saying* nothing means *thinking* nothing. But Stuart does not assume that his passing thoughts are worthy of utterance. He is not in the habit of uttering his fleeting ruminations, so just as Rebecca "naturally" speaks her thoughts, he "naturally" dismisses his as soon as they occur to him. Speaking them would give them more weight and significance than he feels they merit. All her life she has had practice in verbalizing her thoughts and feelings in private conversations with people she is close to; all his life he has had practice in dismissing his and keeping them to himself. . . .

PUBLIC SPEAKING: THE TALKATIVE MAN AND THE SILENT WOMAN

So far I have been discussing the private scenes in which many men are silent and many women are talkative. But there are other scenes in which the roles are reversed. Returning to Rebecca and Stuart, we saw that when they are home alone, Rebecca's thoughts find their way into words effortlessly, whereas Stuart finds he can't come up with anything to say. The reverse happens when they are in other situations. For example, at a meeting of the neighborhood council or the parents' association at their children's school, it is Stuart who stands up and speaks. In that situation, it is Rebecca who is silent, her tongue tied by an acute awareness of all the negative reactions people could have to what she might say, all the mistakes she might make in trying to express her ideas. If she musters her courage and prepares to say something, she needs time to formulate it and then waits to be recognized by the chair. She cannot just jump up and start talking the way Stuart and some other men can.

Eleanor Smeal, president of the Fund for the Feminist Majority, was a guest on a call-in radio talk show, discussing abortion. No subject could be of more direct concern to women, yet during the hour-long show, all the callers except two were men. Diane Rehm, host of a radio talk show, expresses puzzlement that although the audience for her show is evenly split between women and men, 90 percent of the callers to the show are men. I am convinced that the reason is not that women are uninterested in the subjects discussed on the show. I would wager that women listeners are bringing up the subjects they heard on *The Diane Rehm Show* to their friends and family over lunch, tea, and dinner. But fewer of them call in because to do so would be putting themselves on display, claiming public attention for what they have to say, catapulting themselves onto center stage.

I myself have been the guest on innumerable radio and television talk shows. Perhaps I am unusual in being completely at ease in this mode of display. But perhaps I am not unusual at all, because, although I am comfortable in the role of invited expert, I have never called in to a talk show I was listening to, although I have often had ideas to contribute. When I am the guest, my position of authority is granted before I begin to speak. Were I to call in, I would be claiming that right on my own. I would have to establish my credibility by explaining who I am, which might seem self-aggrandizing, or not explain who I am and risk having my comments ignored or not valued. For similar reasons, though I am comfortable lecturing to groups numbering in the thousands, I rarely ask questions following another lecturer's talk, unless I know both the subject and the group very well.

My own experience and that of talk show hosts seems to hold a clue to the difference in women's and men's attitudes toward talk: Many men are more comfortable than most women in using talk to claim attention. And this difference lies at the heart of the distinction between report-talk and rapport-talk.

CRITICAL-THINKING QUESTIONS

1. In general, who talks more, men or women? Who talks longer?
2. What is the difference between "report-talk" and "rapport-talk"? Between "private speaking" and "public speaking"?
3. In your opinion, is it possible to avoid some of the conflicts between report-talk and rapport-talk by developing a *shared* conversational style between men and women? Or is this unlikely?

Women and men live in different worlds...made of different words. Spending nearly four years on the New York Times bestseller list, including eight months at number one, *You Just Don't Understand* is a true cultural and intellectual phenomenon. This is the book that brought gender differences in ways of speaking to the forefront of public awareness. With a rare combination of scientific insight and delightful, humorous writing, Tannen shows why women and men can walk away from the same conversation with completely different impressions of what was said. Studded with lively and entertaining Women and men live in different worlds...made of different words. Spending nearly four years on the New York Times bestseller list, including eight months at number one, *You Just Don't Understand* is a true cultural and intellectual phenomenon. This is the book that brought gender differences in ways of speaking to the forefront of public awareness. With a rare combination of scientific insight and delightful, humorous writing, Tannen shows why women and men can walk away from the same conversation with completely different impressions of what was said. Studded with lively and entertaining