

A Frustrating Call

Each one of us can tell of times when we became frustrated because we were not being understood by someone on the other end of the telephone line. It will happen. It's one of the problems with communication that is not done face to face.

What surely must be one of the most frustrating conversations in history was reported in *Theatre Arts* magazine. A subscriber, desiring to share some information on a particular upcoming event in his community, dialed "information" to get the magazine's telephone number.

The operator drawled, "Sorry, but there is nobody listed by the name of Theodore Arts."

The subscriber insisted: "It's not a person; it's a publication. I want Theatre Arts."

The operator responded, this time a little louder. "I told you, we have no listing for Theodore Arts in this city. Perhaps he lives in another city."

By now the subscriber was thoroughly peeved. "Confound it, the word is Theatre: T-H-E-A-T-R-E!"

The operator came back with certainty in her voice: "That – is not the way to spell Theodore."

At times, there is just no communicating with someone who refuses to hear you, who seems unwilling to understand your point of view, or who simply "doesn't get" what you are trying to say.

Rather than doing what you would like to do, giving that individual a swift kick, it is better to just "hang up" and try dialing someone who can hear and understand you.

--Beecher Hunter

