

## A Tool Called Tact

To welcome its new minister, a congregation held a reception and a member presented him with a pie to take home. The pie turned out to be inedible, and the minister's wife reluctantly put it in the garbage.

The next Sunday, the woman who baked the pie approached the minister after the service, and he felt compelled to make some comment.

"Thank you for being so kind and thoughtful last week," he said. "A pie like that never lasts long at our house."

The minister was using that marvelous tool called *tact*. Tact is kindness with brains. It's a way of putting your best foot forward without stepping on anyone's toes. It stems from the Latin word *tactus*, which means *touch*. It is a delicate, sensitive touch that works with human nature, not against it.

Many of us get a chance to use it every day – especially those who must deal with disagreeable and unreasonable customers. Be tactful and you'll put yourself ahead on the road to success.

--Beecher Hunter