

Roosevelt's Hearing Test

Franklin D. Roosevelt, the 32nd President of the United States, often endured long receiving lines at the White House. He complained that no one really paid any attention to what was said.

One day, during a reception, he decided to try an experiment. To each person who passed down the line and shook his hand, he murmured, "I murdered my grandmother this morning."

The guests responded with phrases like, "Marvelous! Keep up the good work. We are proud of you. God bless you, sir."

It was not until the end of the line, while greeting the ambassador from Bolivia, that his words were actually heard.

Nonplussed, the ambassador leaned over and whispered, "I'm sure she had it coming."

Wednesday's *Perspective* focused on the importance of listening in the quest for success.

How good a listener are you?

1. Since you think about four times faster than a person usually talks, do you use this time to think about other things while you're keeping track of the conversation?
2. Do you listen primarily for facts rather than ideas when someone is speaking?
3. Do you avoid listening to things you feel will be too difficult to understand?
4. Can you tell from a person's appearance and delivery that there won't be anything worthwhile said?
5. When someone is talking to you, do you appear to be paying attention when you're not?
6. Do certain words and phrases prejudice you so you cannot listen objectively?
7. When listening, are you distracted by outside thoughts and sounds?

These are thought-provoking questions. Good listening skills can lead to better customer satisfaction for the residents and families we serve, greater productivity with fewer mistakes among our teams, and increased sharing of information that in turn can lead to more creative and innovative work.

Making your ear attentive to wisdom and inclining your heart to understanding (Proverbs 2:2 ESV).

– Beecher Hunter

