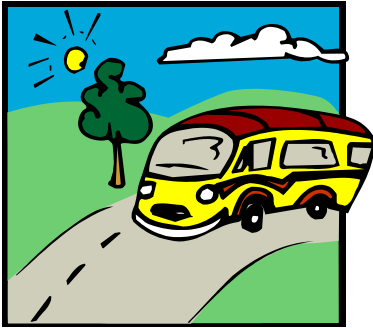


The Art of Conversation

A business consultant faced an all-day bus trip. To make matters worse, the person sitting next to him for the entire trip was a man with a decidedly unbusinesslike appearance: long, unkempt hair, dressed in blue jeans – what could he possibly say to this guy?

The trip stretched on interminably.



Since the consultant believed, however, that we have the power to strongly affect the reality we live, he decided to try to act “as if” his unprepossessing seatmate was a most interesting person. The consultant began to ask him questions about himself, in order to give him the opportunity to bring out all those absorbing qualities.

His idea worked. The man had lived a fascinating life as a pilot. He had built a one-seater plane by himself and flown it. He had competed in air shows. He had crashed several times, nearly killing himself but always recovering and getting back into the air.

For this consultant, an eight-hour trip went by in a blur because his attention was on the person beside him and not on the length of the trip.

What we put into a conversation usually determines what we get out of it.

The associates of Life Care, Century Park and Life Care at Home have learned this principle. Their focus is on the people they serve, and through stimulating conversation, they find them to be very interesting men and women, with wisdom gleaned from a lifetime of rich experiences.

– Beecher Hunter