

To Hear the Unheard

A king sent his son to a wise monk to be trained as a leader.

The monk immediately sent the boy into the woods alone – for a year – to learn the sound of the forest.

At first, the boy heard only what he was accustomed to: birds, insects, the wind. But in time, he heard the sounds *behind* those sounds – the flowers opening, the earth expanding.



When he returned to the monk and reported this, the monk was pleased. He said that only a ruler who hears the *unexpressed* feelings, pains, and complaints of the people can lead correctly.

The assessment applies to health care as well. In Life Care, Century Park and Life Care at Home, we cannot truly serve best those entrusted to us if we don't hear the unexpressed feelings, pain and complaints of our customers.

Those who master that art are the most effective caregivers of any organization.

– Beecher Hunter