

# WHEN THE VCR FROZE

How important is talking to each other in developing good teamwork? Bob De Moss in a 2001 radio broadcast called *Plugged In* told an interesting story that provides the answer.

In 1997, the Washington Capitals were hot, skating their way into the Stanley Cup finals. By the fall of 1999, they had slipped to one of the worst records in the National Hockey League. Coach Ron Wilson decided drastic measures were necessary and quickly changed their strategy. Yet, injuries abounded, and the losses mounted. The team was skating on thin ice and couldn't figure out what was wrong.

Just before Christmas, the team embarked on a late-night, seven-hour flight from Vancouver and did what it typically would do on a flight of that duration: popped in a video to pass the time. Then the VCR froze.

As the plane winged its way through the evening sky, one by one the players started talking with each other. They talked strategy. Obstacles. Key plays. Out of necessity, they rediscovered the ancient art of conversation. By the time the plane touched down, the Capitals had picked apart their game and knew what needed to be done.

In the weeks that followed, they became virtually unstoppable, going on an 11-game winning streak. Team goaltender Olaf Kolzig reflected, "Maybe it was fate the VCR didn't work. It gave us a chance to just roam about the plane and talk with guys. It was a good way to clear the air."

The Capitals went 12-2-3 after the busted VCR incident.

Most folks would acknowledge that good communication is the key to success – in marriage, in church life, in business and in sports. How well we practice it determines the results.

For those of us in Life Care and Century Park, talking to each other is absolutely critical to delivery of quality service to our customers.

*A word fitly spoken is like apples of gold in settings of silver (Proverbs 25:11 NKJV).*

– Beecher Hunter