

Noontime Nibble Devotion

DEBBIE

Let's begin with prayer:

Lord, we need to understand others and make ourselves understood if we are going to do a good job with whatever You give us. Please show us through this lesson how we can improve.
Amen

FOCUS:

This sign hangs on the wall in a supervisor's office: "I want you to know that the action you took as a result of what you thought you clearly understood according to what you believed you heard me say is definitely and absolutely unfortunately not what I meant."

Whoops! Misinformation and lack of effective communication can cause real problems in the workplace.

SCENARIO:

(DEBBIE) Commentator: A hectic Monday morning at the Halo Beauty Salon: Melissa picked up the jangling phone with one hand while holding a patron's screaming infant in the other arm. She had trouble hearing the caller, a Mrs. Wilt, who was new in town.

(MICHELLE) Mrs. Wilt: Do you use Lady Lorene products?

(CHAR) Melissa: Yes, we do.

Mrs. Wilt: I'd like to make an appointment for color on Thursday morning. I use Lady Lorene's Eternal Fashion.

Melissa: (Checks schedule). Very good. I've made an appointment for you. Good bye. (calms crying infant) Oh, I'd better write that down in the book!

Commentator: Thursday morning arrives. (Mrs. Wilt is seated in Melissa's chair with glasses removed and towel around hair)

Mrs. Wilt: (replaces her glasses and towel is removed) What have you done to me! My hair is purple! (or whatever wig we can find)

Melissa: What do you mean? I've applied exactly what you asked for - Purple Passion.

Mrs. Wilt: I didn't ask for Purple Passion. I asked for Eternal Fashion!