

Practicing Patience, Persistence & Gratitude

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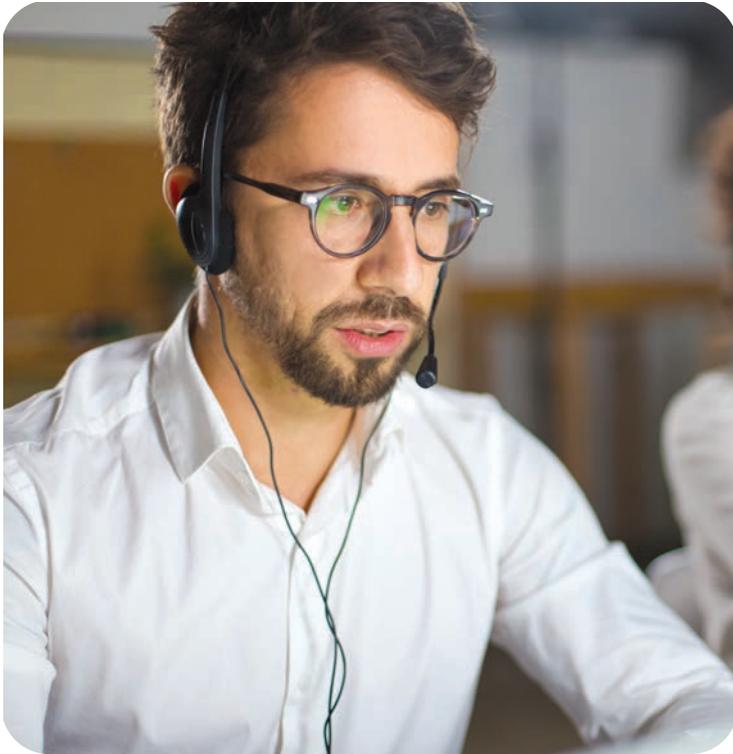


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what was needed. He said it took a lot of patience on his part to calmly repeat the same information again and again.

Mary, a former teacher, immediately identified with Bob's experience. Her router was not working properly. She could not find a printer manual. Mary went to the company website and called the HELP line. Her call was answered immediately but the technician was Indian and he spoke rapid, "British" English. Mary had to ask the technician to slow down a number of times and she had to repeat his directions to make sure she understood what to do. The technician found the problem and insisted she needed software to secure her router. She bought the software. Mary was relieved to get the support but she was mentally exhausted from the tension and focus needed to work with the technician for over an hour.

Larry a retired mechanic chimed in to share his experience with his printer not working properly. Larry said he had read the manual and pushed a lot of buttons but the printer was not printing. Larry began to wonder if he had pushed too many buttons and shut the printer down to start again. This time he called the company website

We never know when the qualities of patience, persistence and gratitude will become important in our lives. Recently I met with several of my retired friends at the coffee shop for an informal meeting and here is what transpired.

Bob who was a plumber was the first to share. The internet server company he uses had made a recent change which caused problems with his voice mail on his land line. Bob works part time as a "handyman" and needs his voice mail for his customers. He called the company and spoke with eight different technicians before his problem was resolved. He said all the technicians he spoke to over a ten day period were courteous and polite and each had assured him that his problem had been corrected. However, each time he hung up with the technician, he found the "problem" was still on his voice mail. The last technician did correct the problem. Bob had to describe his problem with every technician to help them understand

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