



Between the Lines

The Inside Story

THE SCRIBBLER - PHIL DiDOMENICO'S WORDS TO LIVE BY.

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Wait...did you say something or was that the phone ringing?

Communication is serious business. I was raised to talk to people face to face, the old fashioned way I guess. After all, what other choice was there? So with today's methods of communication (the modern way) there are other choices. Let's call them "e-talk", relatively new to my age group, and of course now I can do both - I'll have you know. The folks that were raised with today's technology, my grandchildren among them, missed out on the old fashioned ways. Someone said communication has three parts - talking, listening and understanding. I would add a fourth "watching" because body language along with the three other parts pulls the conversation together. Face to face, you can see the signs so important to the understanding part, raised eyebrows, wide or wandering eyes, slight smiles or smirks, tilting one's head, folded arms, fidgeting, etc. All tell you how you are being heard and you can observe what isn't being said - it's called reading "Between The Lines."

We all know how easy it is to say "no" over the phone or send low intensity rude e-mails or texts, and where misinterpretations can lead us. I've learned the tech way to talk (with some difficulty mind you) by downloading the apps and practicing by trial & error, asking questions, waiting for responses and evaluating them for future e-talks, your right, not easy... On the other hand, learning the old fashioned way is a lot easier because we have built in apps from our own "App Store" that we all know how to use instinctively... our five senses. Come on youngers - you have to admit, pretty cool, huh? Maybe it's a mix - tech stuff for appointments, plans, facts and the tech term for exchanging information, "transfer of data," etc., and the old fashioned way for conversation... it could happen, wow, I think we just came up with a another option, let's call it "Can we talk?" Let's promise ourselves to do more of it to more people. Again: **"The death of communication is the birth of resentment."**

"Talk to someone about themselves and they will listen all day"

-Dale Carnegie

**"The difference between the right word and almost the right word is
the difference between lightning and lightning bug"**

-Mark Twain