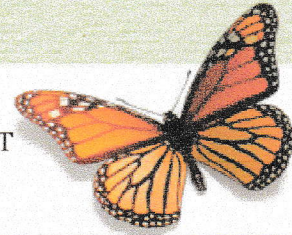


## 8 KEYS TO CONNECTING: THE COMMUNICATION CODE OF CONDUCT

BY DARREN MURPHY



First of all, I never read self-help books, which is what I consider this book. I work in a barber shop, with only men as my customers for the most part, and I truly get all the advice I feel I can handle, whether I ask for it or not. I love my job. I learn new things all the time. My customers have made me a better person.

One of my favorite customers wrote this book and asked me to read it and be honest about what I think. I got to read it, before it was actually sold. I did like the book and I do recommend it.

Darren breaks the book down into 8 keys to connecting with other people. It's really basic things, but in today's world, we are forgetting the basic things that mean so much to others. Especially me. Probably 70% of my customers are older. I need to make sure I remember this when communicating with them.

Things to ponder....When was the last time you ate a meal with no phone calls, no emails, no text, no Facebook, no Twitter. What happened the last time you told your children they couldn't use any electronic devices during dinner time? All day? All week? Pure panic!!!! I know! I have 2 teenage daughters.

Years ago, when texting first became popular, I started worrying because my children were only texting. No phone conversations with friends were made. All communication was done by text only. It scared me. I thought, my children will never be able to communicate verbally at this rate. I remember telling them that I had a new rule. No texting after 8:30 p.m. (9p.m. was their bedtime) From 8:30 -9pm they had to talk on the phone if they wanted to talk to friends. WOW! I found out the problem was bigger than I thought. There was pure panic, crying, and gnashing of teeth. They still text a lot, but they do talk on the phone also. They have also been taught how to properly answer their dad's business phone. This is in the book also.

My #1 rule at the barber shop is to be happy. This book goes into detail about body language, smiles and personal relationships. I didn't realize how important my happiness was to others until a few years ago. I had mono, terribly sick. I would drag myself to work for 1 hr. everyday for about 6wks. just so my dad could have a lunch break. A very good customer came in for a haircut and asked me how I was. I was honest. Big mistake. He really told me, if he had wanted to hear complaining, he would have stayed at work. He said he comes to our barbershop because I am always happy. I could have got mad. I was completely shocked, but I thought...what a small thing I can do. I sucked it up and smiled. It even made me feel better to pretend I felt good. This customer has since moved to Nashville. Guess what. He still drives to Portland for a haircut.

My favorite part of the book was a small section on role play. At a seminar he conducts he has someone be on the receiving end of a tongue lashing. There are 3 typical human responses. 1. We become a doormat. 2. We start a counter attack. 3. We take it and plot our revenge. Then they switch roles. What happens when you respond correctly is amazing. I know, because I've tried it on a couple of people. You will need to read the book to find out how to respond correctly and lots of other simple info. that we should remind ourselves of daily.

BY: ANGELA BROWN