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Musings

#88: Pick up the Phone August 8, 2020

I am sure our kids will call me “boomer” for this one but we all need to pick up the phone more.

Digital communication – email, text etc – have taken over as the primary source of interaction. All parents lament their children who don’t answer the \$1,000 device we have but in their back pocket. If you want them, probably better to text them.

In the business world, it is more about email. I have previously written about my “rules of email” but I want to lament the lost art of the phone call. Short of a face to face interaction (which you basically can’t do in our weird Covid world right now), a phone call is the best way to connect and communicate. Communicating is not just about transferring information. That is what email does. Effective communication involves more of a connection. A phone conversation lets you provide context, color and nuances. The other participant can ask for clarification etc. Phone calls allow you to build a relationship.

Personally, I think a lot of people use email under a guise of efficiency (I don’t have time to talk right now, just want to transfer the facts) but end up being more inefficient as things are misconstrued or confused.

So next time you want to tell someone something, pick up the phone! With everyone having a mobile phone, there is no reason not to.

Be safe. For those with college kids going to school, let’s hope we aren’t driving to pick them up in 30 days.

Jml

Second Thoughts

The loss of trust in institutions is really hurting our response to Covid. Don’t know whether to believe what is reported on the news. A Knight Foundation-Gallup survey released this week showed 86% of Americans seeing “a great deal” or “a fair amount” of political bias in news coverage. I bought saliva tests which were shipped overnight to a lab in Kansas and our family tested negative. Is that in the numbers somewhere? It is all disorienting when you don’t have trust. Despite my capitalistic orientation, PBS is the best answer right now.

Tony Fauci has had to get security for his family due to death threats. Where is human decency?

Good oped by Adam Weinberg, the excellent President of Denison – which has kids coming back! [how-covid-19-change-higher-education-long-term-column](#)

Kudos to Cuomo for opening the NY public school system.