

TRUST ABOUNDING

BY DEBRA HINZ

Harmony and understanding, sympathy and trust abounding.

No more falsehoods or derisions.

Golden living dreams of visions.

Mystic crystal revelation and the mind's true liberation.

“The Age of Aquarius” – The Fifth Dimension (Hair)

RECOGNIZING A GIFT WHEN YOU GET IT

Imagine a conversation between an examiner, Sabrina and an injured worker, Jennifer.

Jennifer: *I want to make sure my husband is compensated for the time he has taken off of work to just be home with me.*

Sabrina: *I am sorry Jennifer, we can't do that.*

Jennifer: *That's not fair. He's been so helpful and he deserves something.*

Sabrina: *I understand that. It's just that those are not expenses that can be paid under the workers' comp guidelines.*

Jennifer: *But I really, really think he should get something!*

Sabrina: *I do understand. If there was a way to pay for something like that, I would love to do it. The guidelines simply do not allow it.*

Jennifer: *That's a rip off!*

Sabrina: *It's not a rip off. If we paid something like that, then people could claim payment for their whole family sitting at home.*

Jennifer: *I would never do anything like that!*

Sabrina: *I'm not saying you would, but some people would. So that's why it isn't paid.*

Jennifer: *I still think that's a rip off!*

Sabrina: *Not really. This is the rule. We could easily get ripped off by some people, and we are just trying to protect ourselves. That makes sense doesn't it?*

Jennifer: *It doesn't make sense to me, because now my husband is out of two weeks' salary!*

Sabrina: *Well, no one made him stay home with you, did they?*

Jennifer: (Getting upset) *No, but he was just trying to be nice. That's important, isn't it?*

Sabrina: *At least you got some time alone with your husband. Doesn't that make you feel better?*

Jennifer: (Getting angrier) *It doesn't make me feel better at all. All I feel is that not only am I injured, but no one gives a damn!*

You can see that this conversation is only going to get worse. The reason it's going to get worse is because Sabrina didn't realize she already had the battle won a long time ago. Remember back when Jennifer said, "What a rip off!" Most people would have interpreted that as a snide comment, but the lesson for the Awesome Examiner is to recognize that as the gift. Do you know what that person is saying, when they say, "What a rip off!" Think about it just for one second, what are they really saying?

Believe it or not, what this person just said is . . . "I believe you." That's right. What this person just said is that they believe you. They're not happy about it, which is why they make the comment that it is a rip off, but nevertheless they do believe what you are telling them. There's no way for them to conclude that it's a rip off, unless they believe you first. If they didn't believe you, they'd keep arguing with you about whether or not it's really going to happen.

At this point, Sabrina should recognize that she has convinced Jennifer and stopped all fighting. Fighting is not necessary. You don't need to inflict more pain on this person. You don't need to start an argument; this person already believes you. All you have to do from this point is empathize. You have to recognize gifts when you get them. And believe it or not, this snide comment is a gift. Take it for what it is.



Imagine the conversation going slightly differently.

Jennifer: *I want to make sure my husband is compensated for the time he has taken off of work to just be home with me.*

Sabrina: *I am sorry Jennifer, we can't do that.*

Jennifer: *That's not fair. He's been so helpful and he deserves something.*

Sabrina: *I understand that. It's just that those are not expenses that can be paid under the workers' comp guidelines.*

Jennifer: *But I really, really think he should get something!*

Sabrina: *I do understand. If there was a way to pay for something like that, I would love to do it. The guidelines simply do not allow it.*

Jennifer: *That's a rip off!*

Sabrina: *Jennifer, I understand it feels like a rip off. I appreciate that you are frustrated by the rules, and I wish it could be different. Is there something else I can help you with?*

Jennifer: *No, never mind.*

What's important to understand is that Jennifer is not going to be thrilled. She's not happy that her husband gets nothing, but at the very least, she avoids picking a fight with Sabrina. Believe it or not, because this person got treated with respect, they just may accept it even though they didn't get what they wanted, and that's one of the important things to understand about good service. ■



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