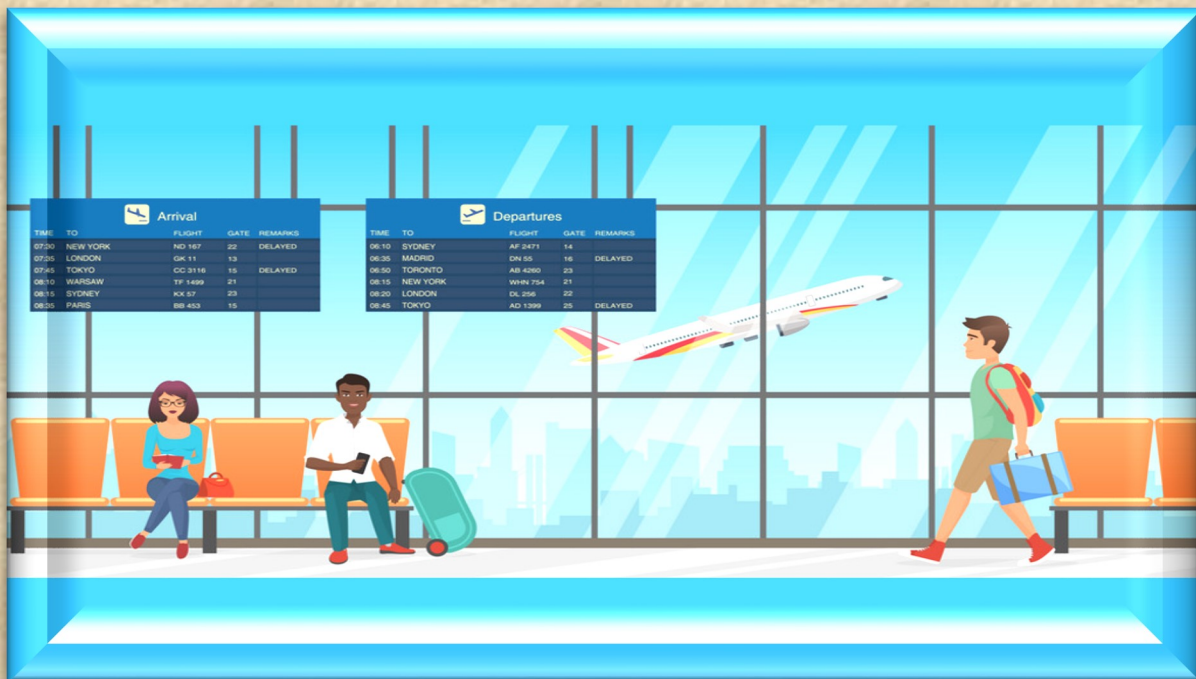


ON MAKING ASSUMPTIONS:

The Stranger and the Ginger Cookies

At the airport after a tiring business trip, a lady's return flight was delayed. She went to the airport shop, bought a book, a coffee and a small package of five ginger cookies. The airport was crowded and she found a seat in the lounge, next to a stranger. Shortly, she became absorbed in her book. She took a cookie from the package and began to drink her coffee. To her great surprise, the stranger also took one of the cookies and ate it. Stunned, she couldn't bring herself to say anything or even look in the stranger's direction. Nervously she continued reading. After a few minutes she slowly picked up and ate the third cookie. Incredibly, the stranger took the fourth cookie and ate it; then to the woman's further amazement, he picked up the package and offered her the last cookie. Now indignant, the lady angrily picked up her belongings, gave the stranger a dirty look, and marched off to her boarding gate. Flustered and enraged, she reached inside her bag for her boarding pass, and found her unopened package of ginger cookies.



Do you frequently make assumptions that turn out to be incorrect? Has this led to miscommunication and wounded feelings in your personal or professional life?

If you would like to work on your communication skills, remember the EAP is only a phone call away.

800-542-6021

