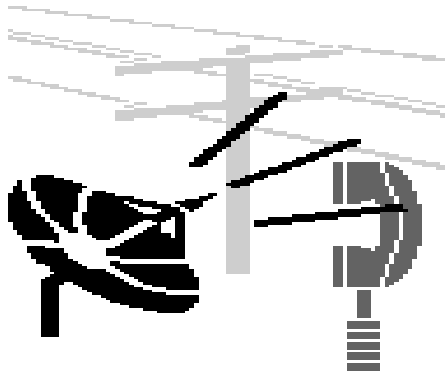


# MERCHANT PROCESSING NEWS

. . . EDUCATING AND ASSISTING BUSINESS OWNERS ON THE SUBJECT OF  
"PAYMENT SOLUTIONS TECHNOLOGY"



## PURPOSE OF THIS NEWSLETTER

This month's newsletter is about building relationships, through proper communication, with people you come in contact with everyday.



## COMMUNICATION

Building relationships through verbal exchanges and courtesies is a basic principle in everyday life and in business as well. As an example, I'd like to share an email about teachers and their students I received from a friend recently.

**TEACHER:** Donald, what is the chemical formula for water?

**DONALD:** H I J K L M N O.

**TEACHER:** What are you talking about?

**DONALD:** Yesterday you said it's H to O.

The most important aspect of communication is to make sure that what you say is projected in a way that the person you are speaking to understands it the way it was intended. If not, the communication cycle does not take place.

June 2009

## What's Inside:

- Purpose of this newsletter
- Communication
- Listening



## LISTENING

Here is another example:

**TEACHER:** Millie, give me a sentence starting with 'I.'

**MILLIE:** I is...

**TEACHER:** No, Millie..... Always say, 'I am.'

**MILLIE:** All right... 'I am the ninth letter of the alphabet.'

It is equally important to listen to what the other person is saying completely and not jump to conclusions. I know these are simple examples but I've learned that simplicity most often makes the most profound point.

Remember to give your full attention to the person who is speaking and not allow your mind to wander off on the next 3 tasks you have to complete. You never know where the current conversation can lead.

Please feel free to contact our friends over at [JG Consulting Group, Inc.](#) with any questions.

*As always. . . more to come next month.*

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