



I wanted to share a great example of a miscommunication, that happened at lunch with a colleague of mine, while writing this module...

Just before this conversation, David had just gotten off the phone with a telephone representative to assist him with his new computer. He said the representative had a strong accent, and when he asked his name, he was surprised to hear it was Brian. Then he shared a story that had also happened the night before with another representative, so he decided to call “Brian” (which has now become his name for all representatives for David moving forward.)

**David:** Last night I turned on the TV and found that channel 5 WRAL has been cancelled.

**Kimarie:** Wow! Really?? They just closed??

**David:** Yup, it looks like it. It said that the owner of the station has chosen to remove from programming.

**Kimarie:** That’s crazy! I’ve never heard of that.

**David:** I called and spoke to another “Brian” and told them that I want my voice to be registered.

**Man on phone (Brian):** So, Mr. David you are calling to have your voice registered

**David:** Yes

**Man on phone (Brian):** So, Mr. David we have taken your information and registered your voice, and I’m sorry for the inconvenience.

**Kimarie:** You want your voice on record??? Saying what? (in my head I’m thinking, if they closed, what is he going to do, yell at them for that? Or, tell them to re-open??)

**David:** I didn’t want to be charged for a channel I wasn’t getting, and they agreed to refund me for that channel. They usually give you notice before doing something like this.

**Kimarie:** Really??? They do that?

**David:** Yes, I wanted it to be deducted from the cable bill because it was a free channel.

**Kimarie:** Wow! Ok...

**David:** I went to the WRAL website and saw where there was a dispute of contract between WRAL and my cable company. Soon this will really affect me because I will miss all of the shows I love, such as “The Voice and This Is Us.”

**Kimarie:** Wait WHAT???(Shear panic has struck me, because now David is not just ranting, it now affects me as well! LOL!)

**David:** You don’t have to worry...It’s only for AT&T folks, and you have Spectrum, so you will not be affected.

**Kimarie:** LMAO “well thank goodness it doesn’t affect me...” laughing together.

It turns out that WRAL is a free station, AT&T is charging their users for the free channel and WRAL wants a piece of the pie.

The point is, I was thinking by David’s delivery, that the whole station had closed down and that he was telling me the story, because he had a similar experience with the representative from the night before, which prompted the story. Hence why I was completely confused as to why he would call and state his case. I thought he was just ranting about customer service representatives. I wasn’t aware that his cable company was having an issue with the Cable channel. It wasn’t until he mentioned the shows I also like to watch, that I perked up, thinking I would be affected as well. Once I got a better understanding of what *exactly* was going on, I found that, not only does the station still exist, more importantly, that I will not be affected by this.

David and I get great enjoyment with these silly misunderstandings, knowing that they happen all of the time. We are both playful and inquisitive in our approach with one another, even when things that the other is saying sound absurd, because we know how miscommunications can go.

It was worth sharing...,