

## Who's On First?



Anybody who loves old time comedy has watched Abbott and Costello's *Who's On First*. If you haven't seen it, here's the link: <https://www.youtube.com/watch?v=kTcRRaXV-fg>

I love this routine and laugh every time I see it, except, when it is in a business setting. I have observed and participated in conversations where I am sure I am speaking English but my staff is certain I am speaking French...or trying to anyway. Sound all too familiar? Maybe not in a good way?

People generally resist change. We know it's coming, we can feel it in the air, it gives us the willies like the monster that was under our bed when we were kids. We develop preconceived notions about what we are going to hear, speculate with colleagues and let the anxiety of the unknown overtake our sleep at night. Clear communications is the heartbeat of our world. Particularly when you are trying to communicate change, like information around a move.

Planning a move? Telling your staff what is happening and when, early, will help smooth the transition and reduce the anxiety of the people that have no control over the situation, your staff.

Need help? If you would like to avoid seeing this Abbott and Costello routine in your office, put **CoSource** on first.