



2 Minute Observation

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I recently flew on an airplane and was surprised, saddened and disappointed on how my fellow passengers treated the flight attendant.

The safety drill – instructions on how to buckle your seat belt, the location of the safety instruction card, how to use the water cushion and so on, is a standard drill. It takes 2 minutes to listen to. (I timed it).

As the flight attendant was going through the 2-minute safety drill, I looked around and noticed that at least 90% of the other passengers were not paying attention – they were talking, reading, listening to music or sleeping. I think there was one other passenger actually listening, looking at the attendant and paying attention.

Over the course of a 5 year period, I was on an airplane twice a week. I have flown enough miles and I have that safety drill memorized.

Why do I keep paying attention to the flight attendant even though I know the drill? One word - **Respect**. The safety drill is something each flight attendant has to perform each flight. Giving them 2 minutes of your life should not be that big of an inconvenience!

Imagine now you are in a conference room at work or at a client site. You are standing in front of a large group of people who are there to listen to your presentation. However, as you are speaking, half of the room is having side conversations with each other. Another group of people are on reading their phones or Notebooks. Another group of people are looking out the window. One person in this meeting is actually listening to your presentation.



How would this make you feel? Unappreciated? Disrespected? Upset? It should – you put energy and time into this presentation and no one seems to care.

It seems that society has become rude, impatient, selfish and disrespectful. How do we change it?

It starts with each one of us. Change your behavior, and watch others change theirs. Everyone likes to be appreciated. Everyone likes to be respected.

Next time you are on a flight, please give your flight attendant 2 minutes of your undivided attention. Who knows, it may save your life someday.