

JUSTICE (and humor) FOR ALL

(A monthly humorletter) January , 1997

This humorletter contains both clean original humor as well as clean bits of humor that have found their way to me via Email. Many times the original author is unknown so if you read something here that you find very funny it's OK to assume that I wrote it.

You have my permission to reproduce and distribute any items you'd like as well as the entire humor letter just so long as you are doing it for free and not for profit.-Enjoy!

Defuse Anger With Humor

At a recent "Stress Management With Humor" presentation a woman related the following incident.

She was answering the telephones for the Atlanta Journal and Constitution one Sunday when she received a call from a very upset customer.

He said, "My paper's not here!"

She replied that she was sorry and would get one right out to him.

He continued, "You don't understand. It's Sunday and I can't find my paper."

Again she replied that she'd take care of it right away.

Again he said, "But it's Sunday morning and I can't find my paper!"

Exasperated but with a smile in her voice she said, "Sir, if you'd like to come down and answer the phones for me I'd be glad to come out and look for your paper!"

He laughed and she scored a customer service victory.

Laughter can defuse anger and let you solve the problem.

Humor and Training Tip #5

Never use ethnic, sexist, racist, religious or off-color humor. Your friends may think it's hilarious but it will kill you in business situations. Know what is appropriate.

My advice is, "When in doubt, leave it out". Still not sure? Call me.

Humor Tip #4

Always practice jokes until you have them down cold before you try them at work or in a presentation. This will vastly improve your delivery and confidence. Most bad experiences with humor come from not really knowing the joke.

Did You Ever Wonder?

Why do we drive on parkways and park on driveways?

Why is it that when you transport something by car, it's called a shipment, but when you transport something by ship, it's called cargo?

Why is it that when you're driving and looking for an address, you turn down the volume on the radio?

You know that little indestructible black box that is used on planes? Why can't they make the whole plane out of the same substance?

WHO IS JEFF JUSTICE?

Jeff Justice, president of Corporate Comedy, is a professional speaker/entertainer who is available throughout the country for keynotes and workshops on:

- **Humor and the Workplace**
- **Keeping Your Customers by Keeping Your Sense of Humor**
- **Humor-Just What the Doctor Ordered**
- **Stress Management With Humor**
- **Mega Networking**
- **Breaking Down the Walls**
- **The Magic of Humor in Training and Communications**

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