

# Hello...Are You Listening?

As we're in the midst of the holidays, most of you are probably caught up in food, football, and visiting family that you likely only see this time of year. Many of us talk about the importance of family time and bonding, but I wonder how effective we are at that in the small amount of time we get to spend with our families. Between eating, opening presents, watching football, and maybe even a few movies...how do we really engage them to build better relationships? From what I have been learning, the answer seems to be through communication.

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## A Lesson in Listening

There are times when you have to make business decisions that are painful. Those decisions are often accompanied by the feeling that your work, effort, worry, and money have all been a waste.

For 4 years now, my partner Rich and I have owned a franchise of [1-800-GOT-JUNK](#). These franchises have been successful all over North America, and we wanted to bring it to Knoxville. The founder of [1-800-GOT-JUNK](#) is a fellow [EO](#) member that I met in 2001. For 4 years I watched the business grow and become successful before we bought the rights to the Knoxville market.