

Are You Kidding Me?

By Bobbi Jo van Deusen, CSR, RMR

Last month I attended the memorial service for my brother who died of cancer. Due to my recent rewarding experiences volunteering at funerals, I chose to provide CART for this service as well. My mother has a significant hearing loss, and I wanted my brother's children and grandchildren to have my transcript as a keepsake.

Upon arriving early the morning of the funeral, I noticed a negative attitude toward me on the part of the funeral director. He hovered over me as I unpacked and even seemed hostile when I got out my extension cord. His verbal exchanges with me were condescending and defensive. I continued to set up my equipment not understanding why this business owner was acting like such a jerk, a funeral director and the owner of this northeast Iowa business. I always expect funeral directors to be accommodating and compassionate. I was there to honor my brother's life and to provide a service to someone with a hearing loss. I encountered a bully with issues. Are you kidding me?

I'm incredulous about the way I was treated by this man. Upon reflection of this ugly exchange, I'm reminded how very tempting it is as a human being to be tripped up by negative interruptions. It's easier to give up entirely and abandon an endeavor. Have you ever given up on something because you got one negative response? I'm aware that how I choose to hold that event in my memory today will determine my future actions. This upsetting incident has been a reminder to me of our human propensity to give up or not bother to stretch ourselves professionally.

So let's do this instead, okay? Let's expect there will be more "turkeys" coming along, sometimes disguised as equipment failures or anything unexpected and unpleasant that pops up. When you have an inspiration, a vision for your future, don't allow a turkey to push you off your chosen path or deter you from your goal. Be true to your heart and forge on, remembering that all the rest of us are cheering you on.

CART Corner

Bargain Basement Hypnosis

Would You Pay an Extra \$10 if it Meant Passing the CRR/CCP?

By Bobbi Jo van Deusen, RMR

If you attended the June 2008 ICRA convention in Dubuque, Iowa, you may remember the 20 volunteers who got hypnotized on stage by hypnotist Jim Wand, one of our guest speakers. At the beginning of that session, all 20 of us were asked individually what we wanted more of in our lives. When it was my turn to speak, I expressed that I wished to write realtime more accurately and with greater ease. My motivation in volunteering to be hypnotized was just to be a sport. I trusted it would do me no harm. After the session, I gave it no further thought.

Life Takes Over

That summer of 2008 turned out to be very busy for me. My Cybra needed a new motherboard and an update which left me without a shorthand machine for several weeks. I always have the entire summer off from providing CART to students at The University of Iowa, so the timing for these repairs was great. I was busy with other volunteer work, and I did not take the time I usually allow to sharpen my real-time skills for that upcoming fall semester. Additionally, I was not given my fall schedule until the Thursday prior to classes beginning, so my prep time got used up in last-minute contacts with professors for syllabi and PowerPoint slides.

Something was Different

However, when my classes began for the fall semester, in spite of the lack of much warmup, I noticed that I was writing surprisingly well and with ease. This was peculiar to me, having not written much since classes ended in early May. I've always had to spend an hour every day during the week prior to classes resuming to feel ready to write well, and the first practice session is always difficult since I'm rusty. You know that "fat finger" feeling, I'm sure. I didn't notice fat fingers this time.

Exploring Options, Taking Risks

In December I saw an ad for group hypnosis sessions at the Marengo Hospital, one for weight-loss, one to stop smoking and another to reduce stress. I've never smoked, but I could stand to lose a few pounds. What I really want most, though, is to pass that CRR/CCP (Certified Realtime Reporter, Certified CART Provider) test. Believing that there may be something more for me to learn, I attended the hypnosis session, the one to reduce stress. The cost for this session was only \$10. Who doesn't have \$10 to risk? The \$10 session included a CD which I was instructed to listen to nightly for 30 days as I fell asleep and

once weekly while awake. So I did those tasks dutifully assuming I would benefit.

Hidden Blessings

Then something amazing happened. For the first time in years, I began sleeping through the entire night consistently and without any sleep-aid drugs. What a blessing! The hypnosis was well worth at least \$10 to me already. Had I passed the CRR/CCP examination on my first try, I never would have investigated hypnosis any further and consequently would not have discovered the range of benefits it can offer me, like sleeping through the night. I'm not saying you should go get hypnotized; this was just my experience. I like what I believe happened to me as a result of hypnosis. As for the test, I sat for the May 2009 examination and noticed I was much more in control of my hands. Passing seems to be within my reach now.

Okay. So they say success is not a destination; it's a journey. My *journey* toward achieving the CRR/CCP distinction is a bit longer than I'd prefer. In spite of that reality, I'm loving the great sleep I continue to enjoy now.

Next Step

Now it's time to register again for the next CRR/CCP skills testing at AIB on November 7, 2009. Some people like to think of the registration fee as investing \$30 a month in your career, rather than \$160 thrown away. (This article serves as a reminder if you'd like to join us in Des Moines that day. Hey, let's have lunch together afterwards. I need to pass so I'll be allowed to volunteer to help administer these tests next year.)

Also, while at the NCRA convention I purchased Realtime Coach, an online system to assist me in improving my writing skills, just another tool for my journey. I wish you interesting experiences and hidden blessings on your journey. Take the next step with me.

Sleep well. Good night, Dear Friend.