

## Where is the human touch?

Written by Holyoke Enterprise

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Dear Editor,

In my professional and personal life, computers and cell phones play a huge part, but nothing is as important as the human touch, human contact.

I make every effort to be at the same level, whether the person I am speaking with is sitting down, standing up—eye contact is important. It lets the other person know you hear them, you see them, you validate them, that they are important and they matter.

Recently, however, in my personal life, I have come across people who can barely tear themselves away from their computers, iPads or cell phones to have a conversation with you.

You might be there offering to help them in some way either with their children, volunteering in a club or organization, or assisting with a project to help lighten their load—whatever it might be. But they can barely look at you for fear they will miss something through their social media network—maybe a bid they put on Ebay, checking their Facebook page for all the latest updates or getting in that one last joke through a text message—leaving me to believe their “social” needs take priority over the validation of someone standing before them.

I understand that we are busy adults and multi-tasking is the only way things can sometimes be accomplished. I myself carry more than one cell phone so I can be reached for personal or professional reasons, but I also know the importance of my time and the time of others and how I want to make them feel during our interaction together.

There are times when I need to be reminded of this as well. Evenings when I am on my laptop or my cell phone and my son wants to share something with me, he waits until I put down what I am doing and look at him. Really look at him so he knows I am “seeing him” and what he says, and that it matters.

I recently celebrated a birthday, and one of my cousins sent me an e-mail full of happy wishes.

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In her notes, she wrote that it has all come down to either e-mailing or texting someone. Basically that life was too busy to send a card or make that personal phone call.

I found this to be very sad—where is the human touch, the eye contact, the true validation that this person is important and they matter and my Facebook updates can wait?

Erin LeBlanc

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