

Back to the Phone for Better Communication



Email has changed from the information age to the too-much-information age. The days of instant replies to an email are gone. The recipient has 50 or 60 other messages in line, and unless the tag line is fascinating it could be deleted along with many others. Or sent to a folder to be reviewed later.

Of course, if asking two questions in an email, senders likely to get an answer to just one, the least important question.

Telephones seem more convenient than ever. A simple phone call could help to avoid several emails.

It's true that one could be directed to voice mail, but once there, the number of calls will be far fewer than the email queue.

Email is here to stay, but sometimes it is easier and faster to see a person face-to-face or call them.

Why would the Chair on the Selectmen's Board want to attend Roads Scholar Training?

By Bill McAuley, Frankestown

Why would a select person enroll in the Roads Scholars program? "Why wouldn't they?" Few towns have a select person knowledgeable in the highway department to understand the requests from the Road Agent or DPW Director. Select Board and budget committees struggle with the budget process while dissimilar departments compete for limited tax dollars. Equitable allocation of tax dollars requires a basic knowledge of all departmental functions.

My first budget process was humbling. It was night after night of hearing from proponents for Fire, Police, DPW, et al., all of whom expected me to know and understand their needs. As the highway was the largest budget line, this seemed like a good department to seek to understand.

The road agent was already a Master Roads Scholar when I began to attend classes with the UNH T² Center.

When I first began taking roads scholar classes, I had no idea what to expect and I am continually impressed. I leave every workshop with a better understanding of maintenance, construction, and safety. I do not think that I could operate the department but I understand what my road agent says, and the need behind his requests. The sessions are informative to conduct day-to-day operations and provide detailed knowledge in permitting processes, applicable RSA's, department management, and personnel to name a few. Being in class with those on the front line has increased my respect for highway crews.

I just reached the Senior Roads Scholar plateau. It is personally satisfying. I know that I can improve this year's budget and planning process. This is a program beneficial to highway department personnel and town administrators. I believe that every town should have a select person or administrator who has completed, if not the entire Roads Scholar program, at least sessions pertaining to administration.