



How to keep my mouth shut?

Is there a diplomatic way to successfully teach someone who doesn't want to be educated? Should we just offer the opportunity to provide information and avoid those people and horses until the owner decides to ask? Why do people get angry when we try to be helpful?

I see problems that never cease to amaze me - and also run across people like you are describing above..

If it's a friend or quasi- friend :

I never show my anger or frustration to them, and I do not stop discussing the problem when I get the chance.

I just keep coming at the problem from different directions but with the same goal in mind.. and gently pressure someone into explaining why they won't take the recommended advice in the face of an obvious or continuing problem.

If it's just an acquaintance- or even a stranger - I will likely point something out - try to discuss it, and give them at least one place to go for education on the problem.

If it's a client:

I usually say that since they are paying for my opinion, they should at least listen to what I have to say. But I realize at the end of the day, they will do (or not do) what they want to do.

I think the message from me is that, it's important for me to OPEN my mouth, every time I can to help educate a horse owner on an obvious problem.

And sometimes, I even ask them to give me their reasoning on why they have not faced a particular problem.

You have to choose your battles.

But since it's not my horse- I will try very hard not to make the owner angry. Sometimes when people get angry the animal suffers even more.

I just try very hard to work something into the conversation in a non-threatening, but very persistent way.

I will ask someone how many hours a week they ride, figure out how many hours that is a year that the horse serves their needs... then I'll ask why they are resistant to return the favor..

But when it comes to what I think is abuse.. I can deliver some not so nice words verbally- but delivered in a non angry tone.

Hey- none of this is easy.

I'm sure the veterinarians go nuts with people who don't want to spend any \$\$ and everything they say goes in one ear and out the other.

When I do a hoof care clinic- I sometimes start the group off with a little

U
N
O
A
L
L
A
V
O
L
T
A
—
O
N
E
A
T
A
T
I
M
E



speech like the following after I give them my bio...

" You all here because you think there's either a problem with your horse's hooves, or with your trimming, or you want to know more about your horse's hooves and trimming.

We all want our horses to be the best they can be and give us a great ride. And we quite often can list the things we'd like to change about our horses. But I have found quite often that it's the human, who is more resistant to change than the horse, or doesn't want to change a routine, or spend too much money.

And to fix any problem within a team- everyone involved has to be willing to bend."

Or a variation on that..

But believe me- I have friends who all this falls on deaf ears..

In the end- there really isn't any way to make someone do what they don't want to.

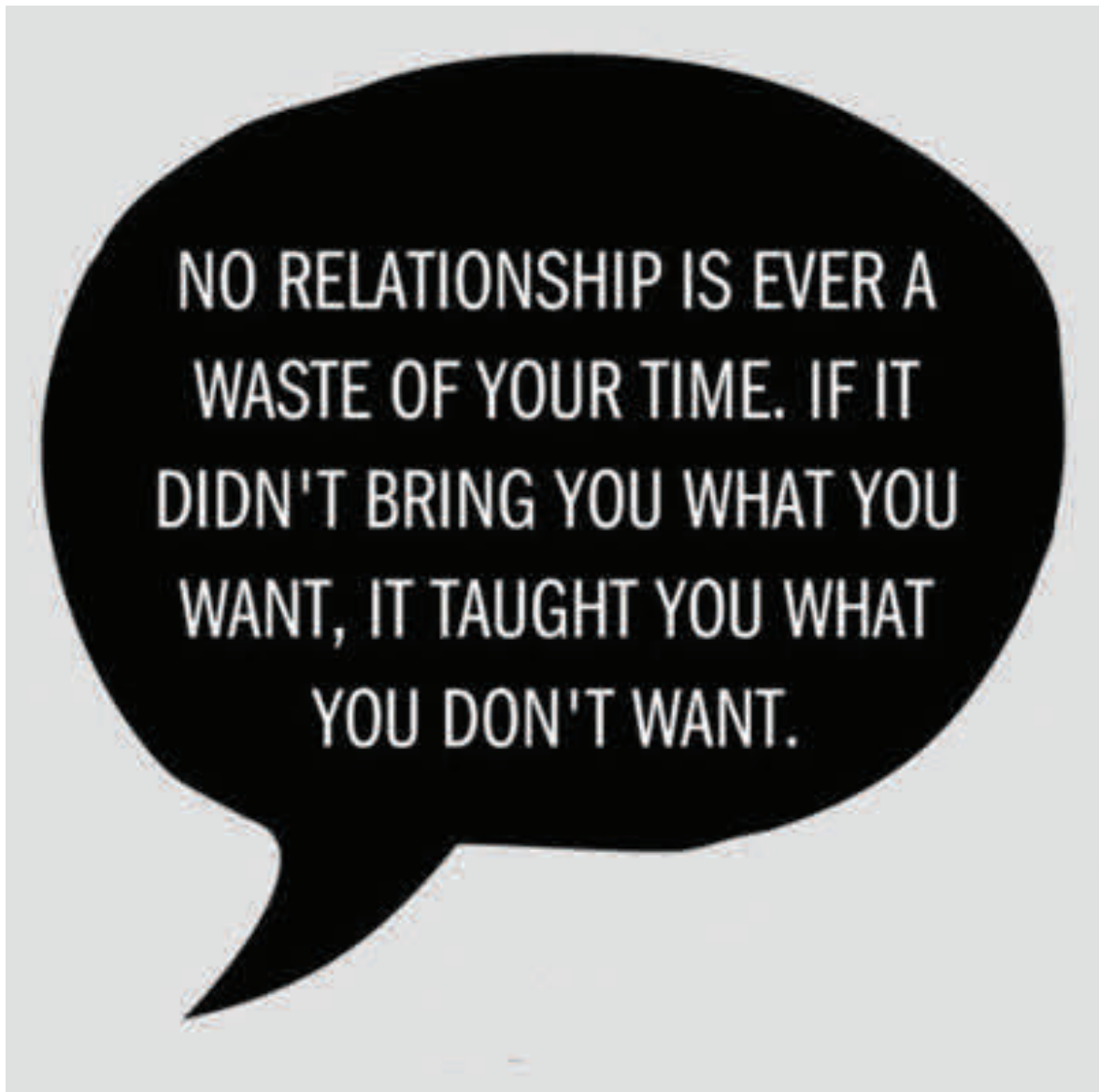
U
N
O

A
L
L
A

V
O
L
U
N
T
A
—
O
N
E

A
T
A

T
I
M
E





U
N
O

A
L
L
A

V
O
L
T
A
—

O
N
E

A
T

A

T
I
M
E



U
N
O

A
L
L
A

V
O
L
T
A
—

O
N
E

A
T

A

T
I
M
E



U
N
O

A
L
L
A

V
O
L
T
A
—

O
N
E

A
T

A

T
I
M
E