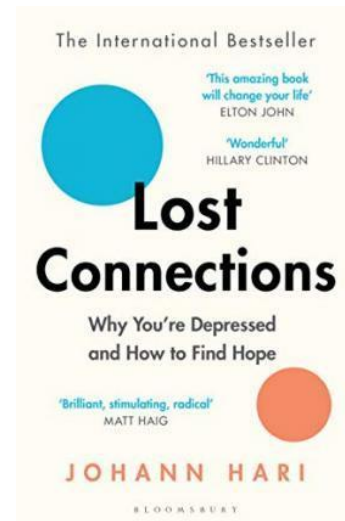


## The book that made me grateful for what I do as a profession (part two)

This week I will address Johann Hari's second cause "*Disconnection from other people*".

The eight causes Hari uncovered are:

1. Disconnection from meaningful work
2. Disconnection from other people
3. Disconnection from meaningful values
4. Disconnection from childhood trauma
5. Disconnection from status and respect
6. Disconnection from the natural world
7. Disconnection from a hopeful and secure future
8. The role of genes and brain changes



### **2. Disconnection from other people**

*"Loneliness hangs over our culture today like a thick smog". Johann Hari (2019)*

I recently got off the phone to a new prospect who was referred by a long-time friend and client.

Jim (name changed) mentioned that he was in a unique position, having a finance degree and is well versed with the financial markets. He is seeking advice on how to achieve a dignified retirement and someone to bounce ideas off, so he doesn't blow-up his wealth.

I explained to Jim that our primary role is not to break down such intricate details of the net present value of a BHP share, we can do but choose not to. Our primary role is that of relationships and guiding our clients through a successful life.

Much of the solutions to clients' problems come from our first interview by identifying and clarifying their unique issues. As financial planners, we are in a prime position to listen to our clients' core aspirations. There are not many professions I know of where the practitioner is privileged to talk about such a wide cross section of topics.

In my 33 years as a financial planner, I believe the skill in our conversations is to have a clear process and the process we have built around clients' family, business, health, leisure and money has certainly served us well.

These conversations are never dull because peoples' goals and aspirations are always changing.

Our role as a financial planner certainly gives us connection to other people (Hari's second cause of disconnection) but also provides our clients with an objective, measured sounding board which also fulfils Hari's second disconnection.

I would also argue that by discussing what is important to our clients, brings out what their meaningful values are (addressing cause 3), provides reassurance of their status and respect (addressing cause 5) and provides a clear path for a hopeful and secure future (addressing cause 7).

I would be interested in your thoughts and any additions you may have.