

Dear NAAFA,

When Dale Mathwich, CEO, and Harvey Pierce, COO, were at the top of the heap in AFMIC, Harvey told a little story about how American Family was like an ocean liner and when it wanted to change direction/course it took a long time. You turned the ship's wheel, but because of the size of the ship with its hull so deep in the water, it took a long time for the rudder to react and effect that change. He added that being an agent was like driving a speed boat as it was small enough so that when you turned the wheel you had an almost immediate reaction.

Shortly after that, at an outing, I ended up on the stern of a ship with Harvey Pierce. I told him that I enjoyed his metaphor, but had something to add to his story. He was interested and let me proceed. I told him that I had been a helmsman while serving in the Navy. We periodically practiced "man-over-board" drills. If a crew member fell over board, especially in the North Atlantic, the very moment that danger was recognized, the command was given for full rudder, and since **most large ships had twin screws**, the order would be for one screw to be full forward and the other to be full astern. The ship would vibrate and shudder and make awful noises but a change in direction started immediately! The end result was like turning on a dime. The ship could turn a full 180 degrees and pick up that crewman before he drowned.

Harvey said that he wished that he had military experience.

I guess you are all smart enough to figure out that the man over board is a **floundering agent** in need of rescue by the big ship with twin screws. Can you tell me what the twin screws represent? *

I was satisfied to have the opportunity to tell my little story, but I would like to have responded, "I wish you had military experience, too" and I would like to have added, "It probably would have been nice if you both had a college education"!

*[Editor's note: The **twin screws**, in this editor's opinion, represent the 'opposing sides' that must do their jobs to achieve a common goal. Agents and Company (The Twin Screws) must each go full throttle in their designated directions in order to accomplish the common goal.]

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