

This is the time for each of us to be humble. When we are growing we tend to feel like it's because of me often discrediting the team's effort. One is a fool if she/he goes into a raging sea on a ship alone to conquer it. Business is no different, when someone is a kid, its fine to say "I can do it all by myself" but not when you are older. Yes, at one time I was the receptionist, P.T aide, P.T, Biller, Manager, and even the driver. In the very beginning I used to pick up the patient give them the therapy and drop them home. Even though I did all these things, there were people who were sending me clients that helped me built Healing Touch. Now we have different people doing each role. They are good at it and far exceed me in their specialized skill. This is exactly how it should be. Even one person's poor performance can have a huge impact on the total output of the team, so do not be the weak link!

In the military, it is normal for every soldier to march in tune with everyone else but when it comes to civilian life, every worker in an organization does what he/she feels right. There is no uniformity towards a common goal, why is that? Imagine you are in a row boat and each person has an oar, the goal is to get to the other side of river as fast you can. You can only win the race if each person does exactly as the other one in tandem. What would happen if each person does whatever he/she feels right? We all know that discipline is very important in your personnel life. Well it is no different in business in order to achieve a common goal. If your goal is to become a leader then you have to be a good follower. A good follower can only lead others one day. Everyone is a leader, at least for their own life. How far you develop that skill is up to you but you are born with that skill. Time and time again we see how important empathy is-whether it is in your personnel life, getting along with other team members or trying to understand how the client feels in order to give them the most appropriate treatment so both parties are greatly satisfied. Keep your expectations low to minimize disappointments but be very excited about any amounts of achievements. Be very clear on what you expect from clients so it won't be a waste of time for you or them.

In any kind of transaction, both parties must be greatly satisfied if you have a long term perspective. Most of our clients are coming back again and again and

that is certainly great news but every single person that ever makes a contact with us should be excited and be with us for the rest of their life! When someone is very excited about something, they tend to rave about it to others. Every single person that comes into contact with us should be raving fan of ours. The advantage of dealing with us should be very evident in case if they decide to go with someone else temporarily. In order to keep a client for life, there has to be a relationship. The basis of all relationship whether it is personnel or business wise is TRUST. If we have the trust of marketplace that we will only do the right thing then we own the market. For this to happen, every single one of us need to be an advocate for the client and do what is best for them and not necessarily for Healing Touch. The writing of “If you are honest and straight forward we can serve you otherwise there is nothing common between us therefore have a good day”, this is the first thing that the clients see when talking to the front desk. It is assumed that whoever moves forward with the transaction is honest and straightforward. Great care must be taken from our part but we must also state that we respect your time, we expect of you to do same of ours and state our cancellation/no show policy in the first visit itself. Most people will behave in a better way; we just need to be little patient and show them how in some cases.

The way we think greatly affects how we view the outlook of life. If we view clients are pushy and demanding we have a tendency to think that “am I your servant?” The problem with that type of thinking is it will slowly turn you into a bitter and sore person destroying personnel and professional relationships. The truth is no one wants to deal with a bitter and sore person! If you develop a tendency to look for a positive trait in a person or situation among the blaring negativeness, you become a happy and excited person that is looking to help out. When you are looking for the positive trait among the negativeness, it’s almost like you are looking for an excuse. I read a story about Gandhi, he was on a ship with a very racist guy. The guy decided to irk Gandhi so he wrote couple of bad things that will make anyone angry, pinned it together and tossed it to Gandhi. Gandhi read it, tossed the writings in the waste basket where it belonged but took the pin and said “thank you brother, I will need it someday” and safely put away the pin. How will you react when you are presented with blaring negativeness?

As each day, week, month, and year progress we realize how little we know. Even each interaction with another person adds so much of value to us for the simple fact that each person views life so differently. Each of us should be humble enough to see things from the client's perspective and when we can do that there won't be anyone else in the eyes of perspective clients to do business with. We will be the only sensible choice.