

You don't have to love every patient but you must like everyone. Your creator has created the very people you don't love so the least you could do is like them. Every single person has some dreams and goals that they want to achieve and to know that we are aiding them achieve it, is great. In the grand scheme of things, pain free body may be the precise missing link that they need in order to achieve their life goal and to be part of that, is very gratifying. This is precisely why we need to be the best at what we do. "If your work is your self portrait, would you sign it?" Edwards Deming

Every human being has a set of values and principles because that is what makes you "you". The question is, are you willing to stand up for it or does it depends on circumstances or how profitable the trade will be? You are not some four legged creature, stand up tall for what you believe is the right thing. Every one of us will leave a mark in this world; it might last for generations or days! But regardless everyone will. How long depends on the actions you take or don't take. There should be some basic qualities that you must possess such as fairness, kindness, and humbleness. Traits like honesty and integrity etc. are expected of you. Not every patient you meet will be at your level of knowledge about treatment; you must go down to meet them at the level where they are and bring them up to where you want them to be. This is only possible if you are truly humble. As a health professional you must be kind and as part of an organization you must be fair with everyone.

There are certain things that patients expect from us like safety- they are trusting us completely with their body so utmost care must be taken. Every representative of Healing Touch must be courteous from front desk as playing with the schedule to accommodate every patient request to transportation people like opening the vehicle door. Everyone should be efficient in what they do-you should be the number 1 in whatever title you hold. Everything that happens at H. T is a process like when a new patients calls in or the weekly mailings etc. There should be uniformity in the office regardless of the person working. For that to happen, every one of us needs to follow the same script for specific thing. To start with, there is a specific phone script. It's different from

everyone else then again we should always stand out from the crowd. We should always look to distinguish us from everyone else. If Brad Pitt who gets 20 Million per movie can follow a script, I think we will be fine doing it. I will keep on adding scripts but let us start with the phone script first.

Don't be afraid to make mistakes. As a matter of fact I don't mind when you make a mistake as long as you are learning from it and that is the most effective way of learning new concepts. If you repeat the same things over and over again, then it is called a mistake otherwise it's a learning experience. Just don't make the learning experience too expensive! You can only gain something if you are only willing to lose at it, otherwise you will end up taking the safe path. Don't do that- take calculated risks, you will be glad you did when looking back. When you cause me a loss, I am not angry at you. It's more of a disappointment than anything else because I see potential in you. If you didn't have any potential, you wouldn't be part of Healing Touch. I will not accept anything below your best. I will not settle for average performance from me or anyone around me. I have so much trust in your abilities and the role you play-don't let me down. I want to see you perform at your best- when you place me as a reference in your resume in future, I should be able to rave about you.

We are, as an organization moving towards worlds' best, so each one of us has to perform to the best of our ability. The question each one of us should be asking our self is "is that the best I could do?" It's very important to remember that you are not competing with anyone else other than yourself. Push yourself at the perceived boundaries; you will be amazed at the results once you start looking at the progress you have made. The only limitation you have is the one you have placed, but if you can stretch your limitation then the gain can be enormous. How is it possible that under certain circumstances people demonstrate super human powers? Is it possible that they forget about their limitations at that moment? If this is true, then each of us posses the abilities already, we are ourselves masking our innate abilities with perceived limitations.

Never get comfortable with one thing, always stretch yourself. You can only learn something new if you move away from the comfort zone. This can mean

that you are taking risks but if you are okay with whatever the result is, then why wouldn't you take that risk to see what's possible? It's always better to try something and lose at it than never trying at all and wondering what if? At least you will be certain about winning or losing at it. If the glass is full no one can add anything, always be willing to listen and adapt what is best.

People are often focused on the minor differences while neglecting the major commonalities. The best way to get along with others is to focus on the commonalities you have with the other person. Often times when you do that the differences you have with the other person so trivial, it is almost negligible in achieving a common good. Our goal is to equip someone with a pain free body regardless of all the minor difference you might have with the other person. Find something you can agree up on with the other person and be the best at what you do-naturally you will be very successful, therefore Healing Touch also as an organization.