

Are you on a mission or are you working for a paycheck to meet the bills? When you are on a mission staying late or dealing with a difficult client is a breeze otherwise it is treacherous. There shouldn't be any doubt in your mind about what mission Healing Touch is in. As an employee of Healing Touch every single one of us should be on a personnel mission to make as many people as we can pain free! To me, it's an honor and a privilege to be part of the mission Healing Touch is in. There is nothing that excites me more than knowing my actions contributed in making someone lead a pain free life. Each one of us has an important part that we must play well to achieve the outcome we desire as a group.

Don't ever forget that clients are paying us the salary and at the same time don't even waste a minute of yours with unreasonable people. Serve the people well that is well aligned with our values. It is important to remember that no 2 people will think alike, you should be able to see things objectively and choose the best option. Don't ever have the attitude of "my way or highway" Our personalities are in a fluid state-a thought from someone, or a sentence from a book can have such a huge impact on our thinking process and outlook of life. No one can add anything to a glass that is already full. Don't think its fine to think "world should accept me for who I am" Your personalities are not set in stone, therefore there should always be room for growth-that's how a humble person thinks and I want everyone to view you as the most humble human being on Earth. When you are humble and down to Earth, it's lot easier for others to deal with you. Having patience is very important in your personnel life as well as when dealing with clients.

People should be able to describe you in few short words, likewise they should describe Healing Touch as the place they can get 100% honest and straight forward answer. If a person has a musculo-skeletal issue, Healing Touch should be the ultimate place to solve the issue. Each of us have to remain the best at what we do. If there is a continuing education course that you want to take which will make your skill better, then let me know. Continual growth in every aspect of our life should be the norm. Only a better person in all aspects of their life can provide a better service and we should all strive for that. A service that is best in the world should be available at Healing Touch since this will be the ultimate stop for anyone with musculo-skeletal issues. Simple things like acknowledgment when someone walks into the office or a hand gesture of 1 minute from the receptionist while she/he is on the phone can go a long way so does a genuine compliment. Transportation is a powerful marketing tool unfortunately it is also a double edge sword, keep that in mind when you are driving the company vehicle. P.T's, in taking and reading about various manual therapy courses, I find McKenzie courses the most effective, I haven't yet mandated it but that's the direction we are going. We don't want to be just another P.T clinic-there is plenty of that. We should be known as the best. For that you would have to take the best continuing education courses available to keep your skills sharp or to learn a completely different yet effective approach than you used to.

There is no one at Healing Touch to enforce the rules and regulations therefore make sure it is followed. Like I said previously, we are all adults here so be one instead of relaxing the rules after sometime.

It was brought to my attention from one of my cousin Jees Joy that it is not such a good idea to refer to someone as “patient”. He said, think about it from their perspective-patient is someone that has a medical problem. When we can easily fix the problem with our knowledge of manual therapy, we end up reinforcing that there is a musculo-skeletal problem. From now on, substitute patient with client. Client is someone who is under your care and protection (Jay Abraham). Every human being you meet is a father, mother, son, daughter or sibling etc. of someone and is very much loved so treat everyone that you meet irrespective of if they decide to come to us or not with dignity and respect. When each of us are on a mission, we will be the only sensible choice. This is and will be the reason we will continue to grow.