

Help for a Trucker

Thomas McCarthy, author and consultant, tells a story about the CEO of a trucking company who was worried. Financial troubles and problems with his workforce were keeping him up at night. A friend advised him to get closer to his employees.

So the CEO came in early one morning to chat with his crew. His first attempts at conversation were awkward and brief. He was about to go up to his office when he noticed one driver sitting by himself, looking upset. The CEO asked him what the problem was.

“It’s my mom,” the driver said. “She’s in the hospital, and there’s no one else to take care of her.”

The CEO told him to go see to his mother and not worry. The grateful driver left, and then the CEO realized that someone would have to cover his deliveries that day. It had been years since the CEO had driven a truck route, but he managed to load up the truck and do the job. Later that day, the CEO went to the hospital with flowers to visit the driver and his mother.

This routine went on for several days – making deliveries, then visiting the hospital – and the rest of the employees noticed.

News of the CEO’s concern for an employee had traveled quickly. So when the time came for the drivers to vote on joining a union, they rejected it, because they knew they had a leader who really cared about them.

The lesson is obvious for those of us in Life Care, Century Park and Life Care at Home. We are in the caring business for our residents. But we cannot deliver all the services they need and deserve if we don’t care about each other, too.

--Beecher Hunter