

Measure of a Leader

Dwight Morrow, the father of Anne Morrow Lindbergh (wife of the famous aviator Charles Lindbergh), once held a dinner party to which Calvin Coolidge had been invited.

After Coolidge left, Morrow told the remaining guests that Coolidge would make a good President. The others disagreed. They felt Coolidge was too quiet, that he lacked color and personality. No one would like him, they said.

Anne, then age 6, spoke up: "I like him," she said.

Then she displayed a finger with a small bandage around it. "He was the only one at the party who asked about my sore finger. And that's why he would make a good President," she said.

A little girl revealed knowledge of an important principle of life – one that we adults can often forget or ignore in the rush of busy schedules.

The axiom is true: People don't care how much you know until they know how much you care.

We demonstrate our care everyday for the residents we serve in Life Care, Century Park and Life Care at Home. As leaders, do we show an appropriate concern for the little things – little to us, perhaps, but big to them – affecting our associates?

Such alertness and empathy build loyalty.

--Beecher Hunter