

Purchasing Pencils

Are you an encourager? Those of us who are leaders in Life Care, Century Park and Life Care at Home must understand that this is a responsibility we bear in the development of our associates.

A story is told about an executive who often dropped whatever change she had in a cup held by an amputee who sat on the street outside her office building. But she always insisted on getting one of the pencils the legless man had in a cup beside him.

“You’re a businessman,” she would say, “and I always expect to get a good value from the people I do business with.”

One day, the amputee was not on the sidewalk. Time went by and the executive forgot about him. Then, many months later, she was on her way to get her train when she discovered the amputee running the newsstand in the terminal.

“I always hoped you’d come by some day,” he said. “More than anyone else, you are responsible for my being here. You kept telling me I was a businessman, and I started thinking of myself that way. You gave me self-respect, and that made me look at myself differently. One thing led to another, and here I am.”

Helping our associates develop confidence in themselves and allowing them to grow in accomplishment builds a powerful team, indeed.

--Beecher Hunter