

TAKE A LOOK IN THE MIRROR

John C. Maxwell, author and internationally recognized expert on leadership development, writes in his book *The Maxwell Daily Reader* about a trip he made to do a conference in New Zealand, where he stayed at a hotel in Christchurch.

“One evening, I was thirsty and started looking for a Coke machine. When I couldn’t find one and I saw a door marked *Staff*, I figured I’d go in and see if anyone in there could help me. I didn’t find a hotel worker or a drink machine there, but I did observe something interesting.

“As I approached the door to go back out into the hall, I found that the door had a full-length mirror with the following words: ‘Take a good look at yourself. This is what the customer sees.’

“The hotel’s management was reminding employees that to fulfill their purpose, they needed to take a look at themselves,” Maxwell said.

And that’s true for us, too.

Psychotherapist Sheldon Kopp believes, “All the significant battles are waged within the self.”



As we examine ourselves, Maxwell wrote, “we discover what those battles are. And then we have two choices. The first is to be like the man who visited the doctor and found out he had serious health issues. When the doctor examined his X-rays and suggested a painful and expensive surgery, the man asked, ‘Okay, but how much would you charge to just touch up the X-rays?’”

The second choice, Maxwell said, “is to stop blaming others, look at ourselves, and do the hard work of resolving the issues that are causing us problems. If you want to have a better relationship with others, then stop, look in the mirror and start working on yourself.”

That advice is good for everyone, but particularly so for us in the health care and hospitality business. The work we do is based on relationships, and the degree of success depends on how we make those relationships function with trust and respect for one another – whether internally between associates or with customers, vendors and the public at large.

How we connect with each other starts with the first-person singular pronoun: me.

Take a good look in the mirror today.

Therefore encourage one another and build one another up, just as you are doing (1 Thessalonians 5:11 ESV).

– Beecher Hunter