

# Ten Relationship Rules

Life Care and Century Park are companies built on relationships. Our residents are our highest priority, and our associates are our most valuable resource in delivering their care.

In addition, the relationships with families and a whole bunch of other stakeholders and the general public at large are all critical to the success of our mission.

To that end, all of us – no matter what our jobs may be – should be looking to build those relationships in every opportunity, every context.

Recently, I ran across an article that can help us focus on such resolve. It is called *Ten Commandments of Human Relations*. Its author is unknown, but it appears on the *bible.org* website. Here it is:



1. **Speak to people.** There is nothing as nice as a cheerful word of greeting.
2. **Smile at people.** It takes 72 muscles to frown, only 14 to smile.
3. **Call people by name.** Music to anyone's ears is the sound of his or her own name.
4. **Be friendly and helpful.**
5. **Be cordial.** Speak and act as if everything you do is genuinely a pleasure, and if it isn't, learn to make it so.
6. **Be genuinely interested in people.** You can like almost everybody if you try.
7. **Be generous with praise, cautious with criticism.**
8. **Be considerate with the feelings of others.** There are usually three sides to a controversy – yours, the other fellow's and the right one.
9. **Be alert to serve.** What counts most in life is what we do for others.
10. **Add to this a good sense of humor, a big dose of patience and a dash of humility** and you will be rewarded manifold through life.

Good advice as we polish new and old relationships.

*With all lowliness and gentleness, with longsuffering, bearing with one another in love, endeavoring to keep the unity of the Spirit in the bond of peace (Ephesians 4:2-3 NKJV).*

– Beecher Hunter