

# THE EXTRA POINT

BY JERRY ROBERTS



## # 934 Compassion and Humanity – Workplace Wonder Drugs

Compassion and Humanity are workplace wonder drugs. We'll talk about that, next, on The Extra Point.

As the story goes, late one night a young grocery store clerk locked the front door and began to clean up. Suddenly, there was a knock on the door. An elderly woman was standing outside tapping on the window.

The clerk shouted, "We're closed!" She said, "I just need a head of lettuce." The clerk reluctantly let her in, and she headed to the produce section, where she spent several minutes inspecting several heads of lettuce. She said, "Actually I only need a half head of lettuce."

The clerk said, "I'll have to check it out with my manager." He went into the manager's office and announced, "You won't believe this but some idiotic, cranky old woman wants half a head of lettuce."

Just as he finished talking, he noticed the woman standing behind him, so he turned back to his manager and said, "Fortunately this fine lady will take the other half."

Words matter. How we treat customers matters. How we treat fellow employees matters. Going the extra mile to help someone, even when we're exhausted...matters.

Harvey Mackay, author of *Swim With the Sharks*, says, "You can fail at almost anything and you will get another chance. However, when you mess up on human relations – that's the stuff they call people skills – it will usually cost you. Sometimes, it will cost you plenty.

A famed research project once showed that only 15 percent of a person's success can be attributed to job knowledge and technical skills. The other 85 percent of that success is determined by one's ability to deal with people,

and overall attitude. How you get along with people is virtually the whole game.

Steve Jobs, leader of Apple, wrote this shortly before he died: "There is a big difference between being a human being and being human. Only a few people really understand this."

Mackay says, "Being human means different things to different people. For some it might be to show strength, to others vulnerability. For me it's being morally responsible, kind, friendly, doing the right thing, admitting to and learning from mistakes, and most importantly, being compassionate and kind." I think you'll agree this is a pretty good combination.

Showing compassion to others may not be enough of a reward by itself, and you might need a payoff or incentive to be more human to others. Okay, Mackay said there are scientific studies that suggest some real-world physical benefits to being compassionate.

People who practice compassion produce 100 percent more DHEA, which is a hormone that counteracts the aging process. Furthermore, they experience 23 percent less cortisol – which is the "stress hormone."

Therefore, the better you treat people, the less stress you'll have, and the younger you'll look and feel. We'll close with a gift, left by an unknown kind soul.

The six most important words in the English language are: "I admit I made a mistake."

The five most important words: "You did a great job."

The four most important words: "What is your opinion?"

(Con't.)

The three most important words: "If you please."

The two most important words: "Thank you."

The single most important word: "We."

The least important word: "I."

Compassion. Humanity. Showing others you think they matter. It's a powerfully good look for you. Wear it well.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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