

## Chris's Corner: Best Wishes for a Happy New Year

Happiness can be elusive especially in today's marketplace and work environment, if you don't control your frame of mind.

I guess the biggest thing I personally keep in mind is that happiness is an inside job. It not what happens on the outside that determines our happiness or our peace of mind; it's what's on the inside. Your attitude determines your altitude.

One practice in our hectic work environment, is that I consistently practice and am teaching our team to practice, is to accept what is. What I mean by this is that when circumstances put our backs to the wall, when we have more service calls than we have hours in the day, we deal with the situation and do not waste energy lamenting the fact that for whatever reason that we are really, really busy.

Whatever obstacle or task we face, we focus on the solution. It is what it is; move on. It's not going away. We just deal with it.

We matter of factly tell our customers that we are busy. We tell them we will get someone there to help as soon as we can. There is absolutely, positively no reason to hide the fact that fate has put a lot of equipment in the position of needing service. We don't hide the fact that we are a popular option with our customers and we tell them we appreciate them counting on us and we will do our best to meet and exceed their expectations.

Secondly, we accept change as it comes. We don't dwell on changes in policy and procedures that the companies we deal with are asking us to adopt; we just adjust to the change and move on. We do this knowing that these reach goals and demands being placed upon us actually make us a better more efficient company.

The way we handle things and respond to the needs of our customers is 200% better than it was just a few short years ago. Our customers are asking us to do things because they know we are one of the few companies that has the will and drive to get whatever done that they need. We are getting better each and every day and that makes us happy.

My absolute best customer has been the most demanding and unrelenting customer I have ever had. They want no excuses. They want results. Is this a person tough? I don't think so at all. I doubt very seriously that I would be as productive as I am today if this customer didn't make me into the person I am and my business into the business it is today. They knew I could do it, I did it and now I know if I set my mind into work, I can accomplish any task placed before me. Knowing you can do anything you want to, if you set your mind to it, really makes you happy.

We strive to build personal relationships with our customers. We try to absolutely see the person we are dealing with and understand their needs. We open ourselves up to them and let them know what's happening in our world too, so that we can better understand where both sides of the equation are coming from.

From our experience when you deal from a person to person perspective, rather than a business to business point of view, you have a better experience for both sides. It doesn't matter if you are dealing with the largest company in the world, and we do, or a one or two person pizza shop; just like politics, all business is local. Having good relationships makes you happy!

Another key to happiness is doing what you do out of a feeling of service. I like to help people. I like to solve their problems. Making enough money to pay your bills is a fringe benefit that just occurs naturally.

Be the solution, not another problem. Eliminate the word can't from your personal vocabulary. It's all a matter of "want to" at some point.

Zig Ziglar said, and I paraphrase here, "the key to success in business and in life is, if you help enough people get what they want; you will get what you want without even trying."

Most of all to be happy and have real meaning in your life, connect with people. Open yourself up. Today's technology leads to separation and isolation. The best means of communication is face to face, eye to eye. The second best is a phone call. You can read the situation and the emotion by voice tone and inflection.

Next would be the email. People get irritated with me a lot of the time because when I send an email, I tend to make it very, very wordy. My feeling is that if I am relying on written communications, I want no misunderstanding. Words can be interpreted in many ways. If you're not careful you can come off sounding pompous, snarky, or indifferent when nothing is further from the truth.

Texting is next to worthless. Unless I am conveying facts I don't use it. "I will be late." "I am on the way." "The address is....." I would never have a conversation via text. You can convey 100 times more meaning and do it in 10% less time, by pressing the call button.

A friend of mine, texted me a job last week and I called him. He didn't answer the phone. I wanted to have a real heart to heart with the guy and he just wanted to waste my time by trading burns via text. I texted him back and said, if you don't have time to talk on the phone, I don't have time to text.

Clear communications is the key to mutual understanding. Mutual understanding avoids MISunderstanding. No misunderstanding equals HAPPINESS!  
Communicate .

Spend more time thinking about others and suddenly whatever issues or problems you think you have are put on the back burner.

I am glad that I can use this forum to reaffirm what I know to be true. Hopefully this type of thinking can help you too. I wish you all a **Happy** New Year. Be happy and prosperity will take care of itself.