

Holly Stiel's **Service Moments!**

Keep your service spirit alive with these little insights from world renowned service expert Holly Stiel

Think, Think, Think....About Feelings

It so much more than the task at hand... We need to *Think, Think, Think* about the human side of any situation and how others might be *feeling*.

I have two very close friends, who are in the process of dealing with a critical medical issue. Naturally, they are hypersensitive and in need of lots of TLC. My friend, Jane, bravely holds onto her sense of humor, referring to herself and her husband as “Flo” and “Glo” (“Flo” for the Florence Nightingale role she has assumed; and “Glo” for her husband, who has become “radioactive,” as he undergoes the tests required to assess the progression of his cancer).

Jane recently found herself waiting anxiously in the doctor’s office, as Stu endured a test to distinguish if the cancer had spread beyond a recently discovered tumor. Jane was told the test would take less than an hour to perform, so you can imagine her

anxiety level after two hours in the waiting room. It was almost unbearable—soon growing into fear, and then, “catastrophizing.” As it turned out, the reason for the delay was an emergency that required the machine Stu had been scheduled to use, and he had needed to wait until the more urgent matter was handled.

As a concierge, I understand the process of triage—the prioritizing of the most critical matters first. At the same time, I also recognize the undeniably important point that people have feelings. While the staff at the hospital may have been handling the task at hand in the best way possible, they overlooked a critical component in this instance. The service moment here (and it literally would have only taken only a moment) would have been to inform my friend—the caregiver and loved one waiting in the lobby—of the situation. It would have been the kindest, most appropriate and comforting action to take. Being thoughtful and respecting peoples’ feelings requires that we *Think, Think, Think*—not just about the task at hand—but about the feelings and emotions of *everyone involved*, creating an experience that includes the human side of the equation from all vantage points.

If you have examples or thoughts about the importance of “attitude” in your work, please send your comments and stories to holly@thankyouverymuchinc.com.

We’d love to hear from you!

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