

Courtesy Is The Best Policy



by Jack Bowen

Recently, a friend of my wife and I was telling us what a rough week she'd had. She's in a service profession where she helps take care of patients in a rather exclusive retirement center. Almost without fail, she said her patients were wonderful to work with. So were most of their children.

Unfortunately, she told us of a few of the children who are consistently wanting her to treat their parent differently than the parent wants to be treated. And when the "kids" don't get their way, she said they try insulting, demeaning language, hoping they can

force our friend to force their will on their parent. Some of them seem to assume that because they have money and power (which most of them received largely because of their parent), they have the right to impose their will on others.

I did a television interview with Ross Perot a few years ago in Dallas. I was so impressed by how courteous his secretary was in working with me to set up the interview, and impressed again by his courtesy before, during, and after the interview. I mean, this is a multi-billionaire who doesn't have to do anything for anybody.

After the interview, I thanked him for being so gracious and kind, and having such good manners.

Mr. Perot told me, "Jack, I was raised to have good manners. And I promise you that if you ever see one of my daughters eating out, that every time the waiter or waitress fills their glass with water, they'll say, 'Thank you.'"

I once heard it said that money doesn't change people; it just emphasizes who they are. What a wonderful thing when it brings out the best in people! What kind of person does it emphasize that you are?