



## turning managers into leaders

### Merge's Monthly Mega Minute – May 2005

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*Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at [www.mergespeaks.com](http://www.mergespeaks.com) or 403-605-4756*

### Indifference leads nowhere

As a frequent air traveler, I often "valet" my bag planeside: you leave the bag on a cart at the bottom of the plane's steps and at your destination, pick it up at the same spot. Sounds easy, and in fact it is ... almost all the time. That is, until a few weeks ago.

It started well enough. I handed the bag to the ramp agent in Toronto and watched while it got loaded into the belly of the plane. Less than three hours later, the bag arrived in Atlanta minus one of its straps. The missing strap was a big deal, because it hooks my laptop case on to the bag. It had likely fallen off in the luggage compartment, and with a little bit of effort, could probably have easily been found. I stood at the bottom of the airplane steps while all the other passengers left, and it took me almost 15 minutes to get a ramp agent's attention. My eventual request to him to look for the strap was met with complete indifference. I persisted; eventually a supervisor arrived but same story: same indifference. Finally, in frustration, I ended up at the airline baggage counter. The baggage agent was unable to help but ... here's where the similarity ended. Instead of indifference, I got thoughtfulness and respect! The airline agent went looking for other straps in the lost luggage area that might replace the one that was lost. Unsuccessful in her search, she then located the address and telephone number of a store close to the airport that could replace the strap.

Two experiences, both with the same result: a missing strap. But the first left me frustrated, and the second left me thankful. Indifference means mediocrity at best and aggravation at its worst; on the other hand, thoughtfulness and respect can make a huge positive difference. Think about the way you work with your staff and your co-workers. Are you thoughtful, or are you indifferent? Replace indifference with respect, and watch your professional and personal



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relationships improve.

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