

Do You Need a Check-up from the Neck-up?

Most of my articles are written about water damage mitigation and mold technical subjects, but it is important to note that great customer service and having a good attitude are the most important aspects of success.

I stole this title from the famous motivational speaker Zig Ziglar, who said, **"We all need a daily checkup from the neck up to avoid stinkin' thinkin' which ultimately leads to hardening of the attitudes."**

I know as I have become older it is easy to get set in your ways and not stay open-minded, as well as focusing too much on everyday problems and not spending enough time appreciating everyday miracles. It all starts with being thankful for what you have currently and if you don't like your current situation, you can always change it by changing yourself.

In an effort to help me get better each day, see my Top 10 List below on things I need to keep top of mind each day:

1 Keep a smile handy! Smiles are free and can lift someone's spirit, as well as having a positive influence on your body. Keep a pocketful of smiles handy and share them every day with those around you.

2 Associate with positive people and avoid negative ones. Psychologists note that a vast majority of your daily thinking, habits, and attitudes are shaped by the people you regularly associate with, so be sure to choose your friends carefully and don't let "Negative Ned's or Nellie's" bring you down.

3 Keep it Simple! Take time for a walk, enjoy nature, and don't overcomplicate your life. Focus on enjoying the simple things in life that are many times free.

4 Take Responsibility for your own choices and don't blame others. Don't be a victim and understand that you are largely responsible for how your life is going, not others. Remember, **"Things are attracted to you by the type of person you become."** Jim Rohn If you want your life to change you must change.

5 Be Compassionate! The word compassion comes from Latin roots meaning "to suffer together." While sympathy is feeling sorry for someone, empathy is understanding what someone else is going through, it is compassion that motivates you to help others.

6 Be Patient! Patience is your ability to wait without becoming annoyed, upset, or angry. It's when you exercise self-control rather than lashing out and complaining. Learn to take a deep breath and center yourself before responding to something.

7

Be a good Listener! Being a good listener builds trust and respect. Giving someone your full attention shows that you value them, which makes them trust and respect you.

8

Be Thankful! Regularly practicing gratitude improves mental health, physical well-being, and social relationships by rewiring the brain and lowering stress. Start each day being thankful for what you have.

9

Have a Sense of Humor! Humor and laughter improve your physical health, mental well-being, and social connections by lowering stress hormones and releasing feel-good chemicals.

10

Be Kind! Kindness improves your physical health, boosts your mental well-being, and strengthens your social connections. It can also lower your blood pressure, reduce stress, and fights inflammation. One of my favorite quotes is, **"The best way to find yourself is to lose yourself in the service of others,"** by Mahatma Gandhi.

In summary, take a little time each day to be reflective and better understand your strengths and weaknesses. Then, you can develop a plan on getting better each and every day. Come up with your own Top 10 List of ways to become a better person.

"The major value in life is not what you get. The major value in life is what you become."

— Jim Rohn

Happy Drying! Ed

MEET ED

Instructor Ed Jones has more than 30 years of experience in the industry, has the title of Master Water Restorer, is an Institute of Inspection Cleaning and Restoration Certification (IICRC)–approved instructor, and has served on the S500–2021 consensus body committee to develop the most recent standard.

