

## One Little Thing

by Melanie Loyd

As it relates to change, it's my opinion that change is actually easy; it's the "want to" change that is the challenge. So . . . perhaps we would do better choosing a small step and do, *one little thing*, to effect change. That's an easily measured, quantified, calculated and identified behavior! Here's a brief list of suggestions to change, *one little thing*, in your efforts to, communicate, advise, resource and create experience with the families you serve.

- ♥ In a folder, present important grief helps and the GPL, as soon as you sit at the arrangement table with the family. ("I have here a packet of information that will be helpful. Everything we talk about today, is reflected in the General Price List that is also included. I will be adding some other information as we go through our time together. You will take all of this home with you. What I do want you to know is that we have an Assurance of Care in the care we provide your family. Let's first begin our visit with you telling me a little about your (loved one) . . . ")
- ♥ Engage in a meaningful conversation. Learn about the life, all the while, thinking to yourself, "What can I do for this family in an Event of a Lifetime experience, that will be unforgettable?"
- ♥ Master the, "many, some, others," model. Tailor its description using language from the conversation. "Many families, like yourselves, want more of an open-house, with their loved-one present to allow friends and family to see them at rest and say their good-byes. Then, they have a memorial reception with people sharing memories . . . "
- ♥ Determine to show every family the thumbie™ selections, describing that they are very personal, one-of-a-kind and can have the impression made in many types of keepsake expressions. These are suitable for all families!
- ♥ Gather the names of other close family members at the arrangement; daughters, sons, etc. In addition to a follow-up call to the one who signs the contract, make a call to one of the others. They are also deeply affected.

This is a small sampling of, *one little thing*, that could be changed. The course of the largest ship can be changed with, *one little thing*, or adjustment to the current direction. Perhaps it is time to go in a new direction, getting to a new destination. It is in the small things that great results are found. Today, decide, you want to, and change, one – little – thing!! Let's hear from you. What, *one little thing*, did you do and find great results? How/why did you change your, "want to?"