

Pivot Points in Understanding Hope

Busting the myths and facing the facts:

Hope and despair both have a contagion factor.

Increasing quality of services and creating hopeful work cultures are separate but parallel tasks.

Over time, employees will treat customers in the same way they feel treated by their organization.

Stress and pace are not deterrents to hope. The real enemy is the lack of disciplined, intermittent recovery periods.

Making hope conditional on someone else doing something, or the receipt of adequate resources are the two most common blockages to hope in an organization.

Hopeful organizations are built by focusing on increasing the third ingredient, which is called resiliency.