

GALLEN ON THE GO▶▶

The Choice is Yours

My Gallen on The Go tour has afforded me some travel time to contemplate what life is really all about and a few things that have resonated with me over the years now seem more important than ever. One major life choice is HOW one deals with adversity. If you read about the lives of the world's human successes, you find that their success has not been in spite of but rather because of how they chose to respond in times of trouble.

Debco has always been known as the go-to supplier for problem resolution and we have come to receive that same attitude of partnership from the majority of our customers. Recently though, there was an incident that totally overwhelmed me, one which I want to share for the purpose of generating thought. A recent order had a few defective bags (4 out of 500 found after we checked by hand each bag) and we apologized and offered to work with the distributor to assuage any backlash from their end-user. We were asked for a full credit for the entire order, which we felt was not fair under the circumstances and asked again how we could work together to resolve the issue. To that offer we received a most disturbing response; one that not only severed all ties with Debco, but also left no room for discussion. I immediately cleared my desk and drove 1 ½ hours to meet with the owner (and author of the severing email). I called the receptionist to let her know when I would be there so she could advise the owner that I was coming to find a solution together. I arrived to be told that although knowing I was on my way, the owner had not only left for lunch 20 minutes before, but took his sales staff with him! That story ended sadly for me, as I truly believe that in the face of adversity there is always the CHOICE to take the high road which opens up many new opportunities. But not so for this now ex-client who will harbor a grudge and remain unhappy all for 4 tote bags

At a recent meeting, Terie Vickers-Craig reminded me of something I had said to her years ago, when discussing reactions to adversity. She said "the way I have always looked at situations that require resolve is with the calm that can come when you believe that unless our bags are being used to carry a heart for a transplant, it is not the end of the world"! This is not to say that we don't understand the ramifications of orders gone bad, but that we put it into a more global perspective in which calmer heads prevail. It is all in the "attitude" that we each choose in every circumstance

Each trip I take to Northern Ontario including Thunder Bay, North Bay, Sault Ste. Marie, Sudbury and Timmins, deepens my beliefs with more clarity. I have met extraordinary people who believe in and understand our quest to work in TRUE partnership, a relationship that flourishes with each party looking after the best interests of the other. I have found those trips to be peaceful and thought provoking so for that Northern Ontarians I thank you.

As a further "life choice", Debco has joined CYA and the PPPC to help change the world one act of kindness at a time and to that end have been named the official Canadian supplier of the trademarked PAY IT FORWARD bracelet. We will do this as a not for profit initiative, to make these bracelets accessible in smaller quantities from our stock (due in mid-October) and through custom orders via debco direct. We invite you to learn more about the PIF movement at <http://www.pifexperience.org/> and how one person can impact many! Life really is what you make it and my Gallen on the Go tour has made my life exponentially better!

Best Regards,



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