

Betterness Not Bitterness

By Al LeBlanc

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So betterness isn't a word huh. Well it is now Bunky. Your days in business will present you with all sorts of opportunities to test your metal. Your attitude will be the one ally you will have or it will be your downfall, the choice will be yours.

Having a good attitude can be as challenging as overcoming substance abuse or quitting smoking. You have to do it minute by minute, day by day, week by week, and be prepared to start over as you fail time after time. I know of no man or woman alive who can maintain a good attitude 24/7 but the real attitude pros have a faster rebound rate than the average person.

Ambitious people learn fairly early in their lives that not everyone will be happy with you as you strive to achieve and reach your maximum potential. We are fragile beings people, and our makeup is froth with imperfections. There are those in the world ready to leap on your every mistake in judgment while others will go to the wall defending your integrity regardless of the circumstances. Loyalty is a highly prized commodity in business circles, yet when it comes down to survival it's every man for himself.

When we have been at the wrong end of the stick more frequently than we feel we deserve it would be very easy to get bitter. Temporary bouts with bitterness are not terribly damaging in themselves unless we dwell to the point where we become centered on the injustice at the expense of the bigger picture. People are well meaning in their desire to be fair but it is sometimes beyond the scope of what a person may be able to emotionally handle at the moment. We have to factor humanity and flexibility in our dealings.

Our desire for satisfaction when wronged is usually froth with pitfalls and potential regrets as we strive to put the aggrieving party in their place. What place might that be, a position to understand our superior rights or entitlements? To what benefit is it to destroy another who through stress, pressure, or discouragement has chosen the wrong path in the heat of the moment?

Business is tough enough. We would benefit greatly from less litigation and more compassion in our world. We need to allow people to say they're sorry at times and not look for financial windfall at the expense of every mistake.

We are beginning to pay the price for such an approach. Physicians in many states are closing shop because of the high cost of insurance to protect them from litigation. We pay in higher insurance premiums from unneeded tests from cautious physicians. We pay in a higher cost for services of all types. Been to a real estate closing lately? I remember when it was a few pages, but

now it's dozens of pages that we sign without even reading them.

Litigation is sometimes the only avenue for satisfaction on occasion, but I assure you it is needed much less often than it is pursued. Examine your bitterness factor and try to make it your betterness factor whenever possible. You'll be a happier person when the dust settles, and so will your customers and employees.

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