Purpose and Compassion at Work

JOHN MCHUGH



Purpose and Compassion in 880 Stores



Purpose

"For, in the end, it is impossible to have a great life unless it is a meaningful life. And it is very difficult to have a meaningful life without meaningful work. Perhaps, then, you might gain that rare tranquility that comes from knowing that you've had a hand in creating something of intrinsic excellence that makes a contribution. Indeed, you might even gain that deepest of all satisfactions: knowing that your short time here on this earth has been well spent, and that it mattered."

Jim Collins, Good to Great

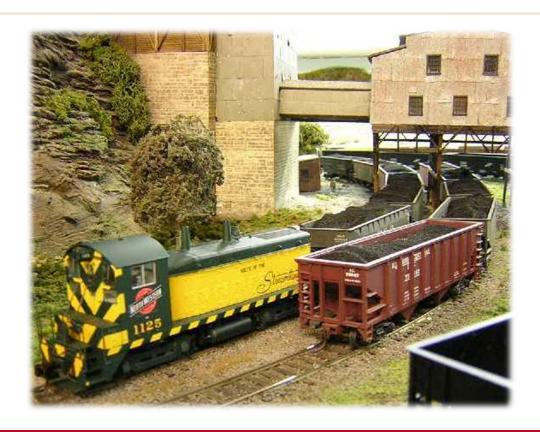


Customer Loyalty (versus satisfaction)

65-85% of customers who defected to the competition described themselves as "satisfied" just before they jumped.

If you are only satisfying them, you are simply meeting their expectations. You are not doing anything to bring them back.

Loyalty in Compassionate Relationships



Going the Extra Mile

Returning the Milk



The Need to Belong

Compassion – The Work of All of Us

"My supervisor, or someone at work, cares about me as a person." – Q12



Thank You!



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