

## **PROTIPS – September 11, 2008**

### **Don't Just Do Your Job, Serve from the Heart**

I had a miscarriage. Halos magtatatlong buwan na sana ang aming baby but the ultrasound revealed that the baby had no heartbeat. What I had was a missed miscarriage. Our lifeless child didn't voluntarily come out of the womb kaya kinailangan akong i-D&C o raspa as we commonly know it.

While in the hospital nakita ko ang dalawang uri ng mga nagtatrabaho. I am not referring to the positions of the employees in the hospital. Hindi ang mga boss at subordinates. Hindi ang mga doktor at non-doctors. The two groups of people I met are those who served with a heart and those who just did their jobs.

Those who served with a heart and from their hearts:

- a) Treated their patients not just as records or cases but as people with needs and fears.
- b) They didn't just ask routine questions, they spoke gently, with concern and with empathy.
- c) They didn't just handle their patients efficiently, they gave them a comforting touch that says, "Everything will be all right."
- d) They didn't just check to see that their parents are breathing, they checked on their patients to see that they are breathing well.
- e) Though tired and lacking in sleep, those who served their patients with a heart faced their patients with re-assuring smiles.
- f) They also took time to pray for their patients to encourage and remind them that God is in control.

Service with a heart is serving others with sensitivity. The book *Achieving True Success* gives us a few pointers on how to serve sensitively.

First, listen to others fully.

Second, watch their facial expression and be sensitive to needs that are not verbalized.

Third, notice your client's or co-worker's tone of voice. Determine if the tone is communicating unexpressed feelings.

Fourth, put yourself in other's shoes. Empathize.

And lastly, show that you care.

Out of the many people I met and the many faces I saw in the hospital, those who left a very nice imprint in my life were only a few. They were Drs. Marietta Sapaula and Rene Berdan, Nurses Cathy and Vina and Nursing aide Noel. Because they didn't just do their jobs, but served from the heart and with sensitivity, my family's loss was not that difficult to bear.

Don't just do your job, serve from your heart and make a difference in someone's life today. Be a blessing in the workplace today.