

CLOSING

THE BENEFITS OF QUIET CONVERSATION

Finally, there are moments when knowledge simply isn't enough to get through the situation, or even the day. Leadership is simultaneously a crowded and a lonely business. Yet, such positions truly set the culture and pace for an entire organization.

I hold a Master's Degree in Psychiatric Social Work. My years in that profession inform my philosophy and ethical approach to consulting. At the end of the day, clients are people, with their own motivations for being in or entering the foodservice industry.

If my clients are not thriving, if they are depressed, angry, unreasonable in how they treat staff or simply befuddled with no clear way to see the end of the tunnel, I have found they can benefit from a few counseling sessions.

No matter what phase you are in – starting, repairing, or terminating – your motivations and internal mechanisms for coping with the decision is tantamount to survival. But more than survival, I am committed to you thriving. In many cases, an operator or owner simply needs an objective view, a guiding hand and/or some loving kicks in the rear. In many cases, all three.

Not all clients come to me when they are only feeling pain. Sometimes they just want some help with clarifying, reinterpreting or changing themselves or their culture. Whatever the reason, a few professionally conducted business therapy session can provide the insights and solutions to move on.

Because I understand the restaurant business so intimately, I am able to overlay a sensitivity and insight gained from professional psychology training at the moment an intangible is called for. It has proved a great pairing.