



My View

GIVING UP ON PERFECTION

Recently, I watched an interview of high level female executive who is married with three children. The interviewer asked her *"how do you manage your demanding job and also be a good mother and wife?"* Her answer struck me because of it's down to earth simplicity. She said *"you give up on perfection."*

I think there is a lesson here for TIP leaders and volunteers.

Just as the female executive gave up on perfection, we too must "give up on perfection" as we persue our high goals and strive to fulfill the extraordinary promises we make to the public safety system and to our communities.

Does "giving up on perfection" mean lowering our goals and standards? NO! I am convinced that essential to TIP's success and at the core of our brand is the high standards we set for our performance: **"call us anytime, anywhere for anything and we will be there quickly 100% of the time."** We also set a very high standard when we decided to expand TIP across the country.

It is precisely because we have set such high standards and expect so much of ourselves that we need to accept that when we "shoot for the stars" we will sometimes fail.

What does "giving up on perfection" mean in concrete terms? I think it means...

..... When things go wrong we need to dust ourselves off and ask *"what can we learn?"*

..... Expecting progress and not perfection.

.... Being tolerant of each others' idiosyncrasies and foibles.

In short, I believe that where we need to be as an organization and as individuals within TIP is somewhere between perfection and inertia. We need to "give up on perfection", but at the same time we need to keep on TRYING, STRETCHING, LEARNING and PROGRESSING.

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