



The Trouble with Snow

Over the weekend, the east coast got blasted with snow. Lauren was so happy – she couldn't wait to get out and do some cross-country skiing on Monday. She was so grateful she did not have a mediation scheduled until Tuesday.

Anita, on the other hand, had a huge client meeting on Monday. She worked all weekend to prepare and was dismayed when she woke up at 5 am Monday morning to two feet of snow. Right away, Anita began to fret. Would the office parking lot be plowed? Would she be able to get down the walkway to the office if the path hadn't been cleared?

Lauren owns the building. It is her responsibility to call the plow company to make sure they clear the lot and walkways before any client meetings. Whenever Lauren calls the plow company, the snow gets removed right away. She and the owner of the plow company went to high school together, and the head of the plow company prioritizes Lauren's calls over all their other clients.

So, you ask, what is the problem? The problem is that Lauren only sporadically remembers to call the plow company when SHE doesn't plan to be in the office. The last time it snowed, the plow didn't show up until 11am, long after Anita had finished shoveling. How else were Anita's clients going to be able to park and get into the office?!

You might also ask, why doesn't Anita just call the plow company herself? Ha. Like that would do any good. The last time Anita tried, she got no answer, so she left several messages. The plow STILL didn't show up for many hours. Why should she expect it to be any different this time? Plus, Lauren PROMISED she would call next time it snowed. Well, Monday was the next time.

And when Anita got to the office at 7am on Monday, the parking lot was full of snow! Anita was mad! She used all that anger to quickly shovel out 3 spots – one for herself and two for the clients. She then finished the walkway in time to get a cup of tea and reset before her clients arrived.