

BE RELENTLESS ABOUT IMPROVEMENT

Be a lifelong learner. Take advantage of every opportunity to gain more knowledge, to increase your skills, and to become a greater subject matter expert. Regularly re-evaluate every aspect of your work to find ways to improve. "Because we've always done it that way" is not a reason to continue doing it. Don't be satisfied with the status quo.

As most know, this is a very important fundamental to me. In every area of life, I feel I so far to go that I am constantly changing, evaluating and trying to learn and improve in everything I do. As a result, I have a long list of examples of this fundamental.

Several years ago, Dick Horowitz and I were working together in Cleveland on a case. As usual, I was driving (and probably talking on the phone), carrying on a conversation and maybe eating a sandwich all at the same time. We were late, as usual, for the meeting and I was trying to work the GPS navigation in the car while, all this was going on. I turned the car down the interstate ramp and assumed we were on our way....Dick said to me abruptly, "aren't those cars on the highway driving towards us?!"

OMG, he was correct and we were driving down the ramp on to the interstate highway THE WRONG DIRECTION! Thanks G-d there were no cars coming straight at us and I was able to put the car in reverse and back up the ramp!

After we both recovered from this harrowing experience, Dick said to me with his dry-pan delivery..."Chaim, I hire a car and driver when I am traveling out of town so I can work, talk on the phone and NOT DRIVE THE WRONG WAY ON THE HIGHWAY!"

This was a great lesson for me, and I decided from that moment that I needed a better plan when I am working and running from one appointment to the next while out of town. I started having my assistant print out directions to every appointment and I also pre-programmed a portable GPS (long before google maps- you under 30s will have no idea what I am talking about) that Nicole had bought me for a gift that I used to take on all my trips. Whenever practical, I hired a driver to take me around and I sat happily in the back working and chatting away. UBER, one of the greatest innovations ever changed my life and may have saved the lives of many others too!

