

Excellence: Courtesy Matters

This is just a comment about a quote. I think I've got 3,000 or 4,000 or 5,000 slides in my big encyclopedic index, and there are a handful of them—10, 20, 30—that I really, really love. And this one, relative to life, relative to business, just really hits at the heart of the matter for me. It comes from the great American statesman of the early 1800s, Henry Clay.

And listen to these words: “Courtesies of a small and trivial character are the ones which strike deepest in the grateful and appreciating heart.” And that is so bloody powerful. I mean, you should turn it into a screen saver. You should stick it on a plasticized card in your wallet. It's the little tiny courtesies or the little tiny things that really, really matter.