

### Change is in the air



Change is constant in business and in life. It's never easy because old habits die hard and sometimes they're impossible to break. Some of us are better at it than others.

Advertisers and marketers promote changes to products that are better than ever. Self-help experts suggest changes we can make to our business and personal habits that guarantee success.

It's difficult to know when or why to make a change. Are we changing in reaction to a situation, to something that went wrong? Are we anticipating a problem and trying to avoid it by making a change? Is change always good?

In business, we can become leaders and implement change to distinguish ourselves from the competition. Perhaps the change is forward thinking and innovative. Sometimes, it makes life easier for our clients; sometimes, they aren't even aware of it.

As a business, do you promote the changes you've made through every available medium? Do you build anticipation prior to making a notable change? Or, do you think it's better to say nothing at all and let the results speak for themselves?

Change can have benefits and we adapt when we should. Whether it's for a short-term win or a long-term goal, we make progress through our daily business practices. Technology is a perfect example. We embrace it on various levels and continuously adjust to the seemingly infinite amount of changes that are in some ways, forced upon us. We do it because customers expect to work with professionals who use technology to maximize efficiency.

Yes, technology is a touchstone to efficiency - but it can never replace the human touch - the connection we make - one person to another. Yes, change is constant. Change is good. But some values are deeply ingrained and should never be changed.

At Forwarders List, our customers always come first. Our customers...above all else...define our commitment to providing exceptional service and great results. Some things will never change!

Sincerely,  
Gary

### Trivia:

1. What Baltimore Orioles Manager was ejected from a record 91 games?
  - a. Mike Hargrove
  - b. Hank Bauer
  - c. Paul Richards
  - d. Earl Weaver
2. What baseball player was nicknamed Mr. November?
  - a. Reggie Jackson
  - b. Alex Rodriguez
  - c. Derek Jeter
  - d. Mariano Rivera

### Bonus Question:

What is the best change you ever made to make your office more efficient?

To participate in our trivia questions, submit your answer by clicking [here](#).



## Servant Leadership in Action

Servant leadership focuses on serving the needs of others first. In this article, three industry leaders answer questions about servant leadership. The experts are three of 44 contributors to Servant Leadership in Action, by Ken Blanchard (editor), a collection of essays from some of today's top servant leadership authorities and practitioners.

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## All Parties Now Look to May 4 For Answer in Dept of ED Debt Collection Litigation Round Two

The Department of Education (ED) told the U.S. Court of Federal Claims last week that it expects to notify the parties by May 4th as to the course of action it will take in the private debt collection contract matter.

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## Netflix Tops Estimates for Quarter, Projects Continued Gains

Netflix posted its strongest start to a year since the company went public 16 years ago, thanks to fast growth in markets across Latin America and Europe.

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## Pair of NFL players hailed as heroes for saving elderly hiker's life

LOS ANGELES -- On Saturday, Dan and Eli Smoker took a selfie to remember their perfect climb up Castle Rock in Colorado. But for the grandfather and grandson, getting back down was a different story.

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### Quotes

"Here's to the crazy ones. The misfits. The rebels. The troublemakers. The round pegs in the square holes. The ones who see things differently. They're not fond of rules. And they have no respect for the status quo. You can quote them, disagree with them, glorify or vilify them. About the only thing you can't do is ignore them. Because they change things. They push the human race forward. And while some may see them as the crazy ones, we see genius. Because the people who are crazy enough to think they can change the world, are the ones who do."

-Rob Siltanen

"Be the change that you wish to see in the world."

-Mahatma Gandhi

## Calendar of Events

If you would like to meet with [Gary Tier](#) at any event he is attending, please click [here](#) to request a meeting.

NCBA (formerly known as NARCA)  
Austin, TX  
May 16 - 19  
<http://www.creditorsbar.org/>

CLLA & IACC Joint Conference  
Chicago, IL  
June 6 - 9  
<http://clla.org/events/EventDetails.aspx?id=991285&group=>



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