

1. Do I spread rumors about other people?
2. Do I always have good things to say about others?
3. Do I like to hear reports of a scandal?
4. Do I judge others only on the basis of facts?
5. Do I encourage others to bring their rumors to me?
6. Do I precede my conversations with "Don't tell anybody"?
7. Do I keep confidential information confidential?
8. Do I feel guilty about what I say concerning other people?

The right answers are obvious.

Meditate on this thought for just a moment: Taking an ax and chopping your neighbor's furniture to pieces won't make your furniture look one bit better; and using verbal axes and grenades on another person doesn't do one thing to make you a better you or me a better me.

Go first class: that is an excellent rule to follow in everything you do, including the goods and services you buy. Once, to prove the unconditional truth of the go-first-class thinking, I asked a group of trainees to give one example of how they had been penny-wise and pound-foolish. Here are some sample replies:

"I bought a low-priced suit from an offbeat retailer. Thought I got a bargain, but the suit was simply no good."