## It scales better than competitiveness, frustration, pettiness, regret, revenge, merit (whatever that means) or apathy. Kindness ratchets up. It leads to more kindness. It can create trust and openness and truth and

Kindness, in one word, is a business model, an approach to strangers and a platform for growth.

enthusiasm and patience and

It might take more effort than you were hoping it would, but it's worth it.

possibility.



