



The Trouble with Snow – January 2019

Over the weekend, the east coast got blasted with snow. Melinda was so happy – she couldn't wait to get out and do some cross-country skiing on Monday. She was so grateful she did not have a mediation scheduled until Tuesday.

Greg, on the other hand, had a huge client meeting on Monday. He worked all weekend to prepare and was dismayed when he woke up at 5 am Monday morning to two feet of snow. Right away, Greg began to fret. Would the office parking lot be plowed? Would he be able to get down the walkway to the office if the path hadn't been cleared?

Melinda owns the building. It is her responsibility to call the plow company to make sure they clear the lot and walkways before any client meetings. Whenever Melinda calls the plow company, the snow gets removed right away. She and the owner of the plow company went to high school together, and the head of the plow company prioritizes Melinda's calls over all their other clients.

So, you ask, what is the problem? The problem is that Melinda only sporadically remembers to call the plow company when SHE doesn't plan to be in the office. The last time it snowed, the plow didn't show up until 11am, long after Greg had finished shoveling. How else were Greg's clients going to be able to park and get into the office?!

You might also ask, why doesn't Greg just call the plow company himself? Ha. Like that would do any good. The last three times Greg tried, he either got no answer, or was able to leave a message, but the plow STILL didn't show up for many hours. Why should he expect it to be any different this time? Plus, after those three times, Melinda PROMISED she would call next time it snowed. Well, Monday was the next time.

And when Greg got to the office at 7am on Monday, not only was it still dark, the parking lot was full of snow! Boy was he mad! He used all that anger to quickly shovel out 3 spots – one for him, and two for the clients. He then finished the walkway in time to get a cup of tea and reset before his clients arrived.

The next time Greg and Melinda see each other, the conversation does not go well.