

## What is Manageable?

I was recently sitting with my wife and daughter in a hospital exam room. We were there awaiting a long anticipated, routine operation to remove the screws used to set the bones and ankle joint after a trampoline park incident left my daughter with a broken fibula and dislocated ankle. One of the questions the pre-op nurse asked was, "On a scale of 1-10, what is a manageable level of discomfort you would expect and accept before you leave the hospital today?"

The question got me thinking. Most of us are familiar with an emergency room visit caused by some accident or illness involving some pain and discomfort. We expect that the doctors and nurses involved will help us to get our pain and discomfort to a manageable level. The question, "What is manageable, in your opinion," before treatment caught me by surprise. Usually, while being discharged they tell you there will be some pain, discomfort, and swelling. Use ice, over the counter pain medication, and follow all prescribed medications according to label directions.

It is important that we realize and understand that there may be some "pain and discomfort" being felt by our clients which led them to calling an Auctioneer in the first place. Maybe they have lost a loved one and are trying to liquidate family assets. Perhaps they are a hoarder, and the thought of parting with their most prized possessions is abhorrent. Maybe the idea of putting together a team of fundraisers, and being the point person of a large gala, scares them.

We are a group of professionals that specializes in relieving these kinds of discomforts. To do our best service, I believe it to be due diligence to evaluate our clients' expectations early in the process. Maybe the most important "pain" we need to manage isn't money. Perhaps, getting the house or yard empty before a property closing is most important. Sometimes we have to help manage those expectations. We may have to explain that, "there may be some pain and discomfort after this is over..." More often than not, when expectations are evaluated and managed early in the process, even when things don't go perfectly, the client is happy in the end. When you have been able to show the amount of effort and compassion you've invested, they are grateful. Grateful clients give plenty of wonderful positive word of mouth advertising.

Just spoke with the doctor. The operation is complete, and he was able to remove all of the screws, even the broken ones. Jersey should make a full recovery quickly.

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