

# Evaluating "In Defense of Being Average"

**Post by "Elayne" of June 14, 2019 at 1:26 PM**

Oh, yes, I agree that working with the public is often pleasant-- I enjoy meeting most of the families in my practice! And unlike Tolstoy, I find their stories of happiness to be more fascinating and variable than their stories of sadness, which tend for me to be mostly similar.

I think we are in full agreement that there is no strict correlation between skill level as an abstract quality, minus specifics, and pleasure... but what I meant to say is that for certain specific situations, more skill can bring more pleasure. "It depends" is probably my most accurate answer.

Customer service is a great example of a skill that can make one's life significantly more pleasant! Both for the person in the job and the customer. There is an older woman who works at the driver's license photo desk where I live, who always seems to be in a great mood. She goes through this brief routine with every person-- she says "I want you to have a photo you like!" She has them roll their shoulders and neck, take a big breath, relax and smile. This puts everyone in the line in a good mood, so they are easier for her to work with too. I actually enjoy going to update my license photo, because I look forward to the friendliness of that room. I do the same thing with my patients-- I greet them with a big smile, and if I know them, an offer of a quick hug. That changes everything about the rest of the visit, so it is a skill worth getting very good at, for me. No mediocre smiling, lol!