



Group: Holiday

Rationalization: Family Visit Stress

State It: Things can get very stressful during the holiday season. Many people recognize the typical things that stress families out, but there are always situations that are specific to certain families, and where some of those issues may not seem like a big deal to many, it can be a serious stress to others.

Story It: I spoke to a gentleman last year, I will always remember, whose entire family was coming into town for the holidays. It was the first time they were hosting as a married couple and his wife was very worried that her parents and siblings would think less of them if it wasn't as nice as the other holidays that her parents or sister hosted. This associate was terrified that his wife would be disappointed in him because he didn't measure up to her dad or brother in law, because he just worked at (insert store name) and didn't make a lot of money. That particular evening, he took cash out of the register, in order to buy a turkey. Of all the things, just a turkey. It wasn't for anything crazy or wild, it was to provide a holiday dinner. Once he did that, it seemed easy enough, so he continued to take a little money out at a time, to get things like presents and a nicer Christmas tree. It was the nicest tree they had ever had and he felt like they treated him like more of the family because of how nice he made the holiday for them. Not only did he feel stress to provide a great holiday for his wife and her family, but he felt like if he didn't, it would make him look like less of a provider and less of a husband. It really took a toll on his ego, and that made him do some things he otherwise wouldn't normally do.

Moral It: It wasn't like he was taking money to buy drugs, or for fancy clothing. He was just taking money so he could provide his family with a nice Christmas.

Link It: That's exactly why it's so important that the company have people like me who come in and find out the specific details of why someone did something. Otherwise, people might make the wrong judgment about a person's motives.