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Leadership is not easy. Sometimes you must make difficult decisions; sometimes you make the wrong decisions; sometimes you make the right decisions, but they are unpopular. Overall, when you are leading and giving it your all, you are rewarded and there are lots of sunny days despite the difficulties.

As this pandemic continues, I often pray for the leadership of the country, the leadership of other universities, and the leadership of businesses and hotels in The Bahamas. We all have had difficult decisions to make, and we continue to make them, as we navigate this new normal.

Eleanor Roosevelt, former First Lady of the United States, once said "To handle yourself, use your head; to handle others, use your heart." This has been one of my guiding principles as a leader, simply because it can be applied to every situation in life. When I am confronted with poor customer service, I find myself thinking, perhaps this person has had a bad day, or when parents come to make a complaint I imagine how I would feel and react as a father. Everyone should be using their hearts when handling others, especially during these difficult times. Using your heart when dealing with others allows you to present a better you, and hopefully, create a better space for dealing with others.

Remember Proverbs 15:1 "A soft answer turns away wrath, but a harsh word stirs up anger." It is a Bible verse we all learned as children, and we need to put this into practice. We will continue to be faced with difficulties, but we must endeavor to be gentle with each other, to turn the other cheek, to use soft words and actions, and remember that we are made in God's image and to treat people accordingly. I want to encourage everyone, as we start the last quarter of 2020, to lead with your heart so that the best outcomes will follow.

*Please continue to spread joy and send inspiring quotes or scriptures to presidentoffice@ub.edu.bs.
Please stay safe and be encouraged.*

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President and CEO

