

# Cooperative Funeral Fund Inc.

Givers, Takers, Matchers

as seen in:



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## Givers, Takers, Matchers

Which of these types of people best describes you? Which makes the best funeral director?

was under the impression that there were only givers and takers in this world. Imagine my intrigue when I discovered there are also matchers. To better understand this concept, I scanned the internet and found a variety of tests that can be taken to determine which of these three types best describes a person. I wanted to know which of these types made the most successful funeral director.

### THE GIVERS

Givers are those who give without expecting anything back and are often focused on others' needs above their own. They always have time to help and prefer to give credit to others over themselves. They have no qualms about sharing what they know to help others move forward, making them the perfect mentors.

As successful as "giver" funeral directors can be, they are frequently taken advantage of because of their nature. They too often undervalue what they provide for the families they serve and undercharge them, while simultaneously bending over backward for them. They can be found regularly over-promising things they may or may not be able to deliver. Even their loyal employees, who claim to love their bosses, can take advantage of them. Their hearts are always in the right place, but it's occasionally to their own detriment.

### THE TAKERS

Takers are defined as people who always put themselves over others – al-

ways taking without even the consideration of giving. They are possessive of what they know and extremely competitive; they do not play nice in the sandbox. They will step on whomever they need in order to stay dry as they walk across the water.

"Taker" funeral directors are a legend in their own minds. These are the funeral directors who think they're doing families a favor by taking care of them. They overcharge and under-deliver. They don't suffer from guilt and are hard to work for. Their employees have nothing good to say about them.

"Taker" funeral directors regularly jet off, unconcerned about how things are getting done or even *if* they are getting done while they're away from the office. To them, leading is not by example but more by "do what I say, not what I do." Their major concern? "What's in it for me?"

### THE MATCHERS

Matchers are those who strive to find the perfect balance of giving and taking only if everything is even – if I give you this, then you need to give me that. If they help others, they'll expect others to help them back when they're in need. After all, "It's only fair," they say. These are the funeral directors who expect everyone to reciprocate. They will not come to your aid out of the kindness of their hearts but will expect something in return. If you rent their funeral home for a friend's service, you'd better do the same for them some day.

Which type do you feel makes the best funeral director? Maybe a little of all

three? Ultimately, it's the "giver" funeral director – no shocker there.

However, if you want to be a successful "giver" funeral director, don't be a complete doormat. The key is to put others first without doing so to your own detriment. I like the airline analogy of putting on your own oxygen mask before helping others.

Burnout does not make a successful funeral director. Take a page from the "taker" director and allow time for yourself and your family. That doesn't make you a bad funeral director, it makes you a smart one. Knowing that we make a difference in others' lives is important to our psyche. It's part of what makes us enjoy what we do, and yes, makes us good at what we do.

If you find yourself as curious as I was, I've included five questions from Adam Grant's Give & Take quiz to help you discover which behavior type you lean toward. Before taking this test, ask yourself honestly which type you may be, then see how accurate you are. If you're interested in taking the entire quiz, Google Adam Grant or go to [lemonade.com/blog/psychology-givers-takers-matchers](http://lemonade.com/blog/psychology-givers-takers-matchers).

**1. You and a stranger will both receive some money. You have three choices about what you and the stranger receive, and you'll never see or meet the stranger. Which option would you choose?**

- a) I get \$8 and the stranger gets \$4.
- b) I get \$5 and the stranger gets \$7.
- c) I get \$5 and the stranger gets \$5.





**2. In 2006, after the devastation caused by Hurricane Katrina, a U.S. bank executive led a team of employees on a trip to help rebuild New Orleans. Why do you think he did this?**

- a) He wanted to make headlines for being a generous, giving organization.
- b) He felt compassion for the victims and wanted to do whatever he could to help.
- c) He wanted to show his support for bank employees who had family members in New Orleans.

**3. You're applying for a job as a manager, and a former boss writes you a glowing recommendation letter. What would you most likely do?**

- a) Go out of my way to make a good impression on my new boss, so I can line up another strong recommendation for the future.
- b) Offer to write a recommendation letter for one of my own former employees, so I can pay it forward.
- c) Look for ways to help my former boss, so I can pay it back.

**4. You're working on a project with two colleagues, and there are three tasks that need to get done. As you discuss how to divide tasks, it becomes clear that all three of you are extremely interested in two of the tasks but view the third as quite boring. What would you do?**

- a) Try to convince one of my colleagues to do the boring task.

b) Volunteer for the boring task without asking for anything in return.

c) Volunteer for the boring task and ask my colleagues for a favor later.

**5. A few years ago, you helped an acquaintance named Jamie find a job. You've been out of touch since then. All of a sudden, Jamie sends an email introducing you to a potential business partner. What's the most likely motivation behind Jamie's email?**

- a) Jamie wants to ask for help again.
- b) Jamie genuinely wants to help me.
- c) Jamie wants to pay me back.

If you answered mostly As, you're a taker. If you answered mostly Bs, you're a giver. If you answered mostly Cs, you're a matcher.

Were you surprised? I'm betting that most who took time to take this test are givers. Now go out and be the best "giver" funeral director you can be!

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