

When I came home last night, an older gentleman, dressed in a suit and holding a present in his hand, stood in my driveway and asked for directions to a wedding venue nearby. I offered to drive him there, as it was raining and he would have been drenched by the time he arrived. He came all the way from Melbourne and the taxi driver dropped him at the wrong spot.

I have no idea who he was. He had no idea who I was. But it reminded me that applying empathy and doing an act of random kindness should be in the portfolio of any leader. We don't have to have a personal benefit in all of what we do. That makes the world a better place.

Do you agree?