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MED ONE
GROWTH
SUMMIT

ANNUAL MEETING RECAP

23
EMPLOYEE
SPOTLIGHTS

15
THE POWER
OF COOLING
YOUR JETS

DOUG GREEN

CUSTOM FINANCIAL, RENTAL,
AND EQUIPMENT SOLUTIONS FOR
HEALTHCARE PROVIDERS

MED ONE GROUP | SINCE 1991

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2026 MED ONE GROWTH SUMMIT **RECAP**

MAY 5 - 8



several outstanding guest speakers, including Natalie Gochour, Lindsay Schiess, Heidi DeGraffenried, and Dr. Craig Manning, each bringing unique perspectives on leadership, growth, communication, and personal development. Their sessions sparked thoughtful conversations and left many of us feeling inspired both professionally and personally.

The 2026 Med One Growth Summit brought team members from across the country together for a few memorable days at the beautiful Montage in Deer Valley, Utah. With employees traveling in from each of our locations nationwide, the summit was a great opportunity to reconnect with familiar faces, meet new teammates, and spend meaningful time together outside of our day-to-day work. From the moment everyone arrived, there was an exciting energy centered around collaboration, growth, and celebrating everything we've accomplished together.

Of course, it wouldn't be a Med One event without some fun mixed in along the way. Between incredible meals, a lively game room where employees competed for prizes, and plenty of time to connect with coworkers, there was no shortage of memorable moments. The summit wrapped up with a dinner and raffle on the final night, giving everyone one last chance to celebrate together before heading home.

Throughout the summit, we heard updates from senior leadership on the direction of the company, future goals, and the culture that continues to drive Med One forward. A major focus this year was our guiding values—creativity, simplicity, and responsiveness—and how those principles continue to shape the way we serve customers and support one another. We also had the opportunity to recognize and celebrate employees for their hard work and contributions, which is always one of the highlights of coming together as a company.

Overall, the 2026 Growth Summit was a meaningful reminder of the people, partnerships, and values that make Med One special. We're grateful to everyone who helped make the event such a success and look forward to carrying the momentum from Deer Valley into the rest of the year.

The summit included time to learn from our business partners and vendors, who provided hands-on equipment training and shared valuable industry insights. In addition, we welcomed





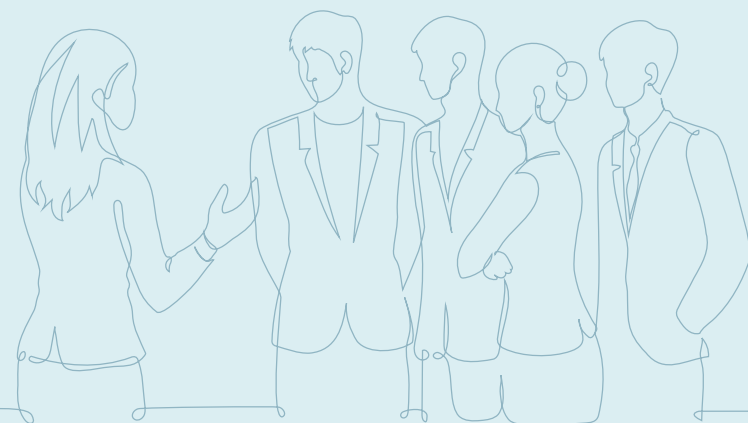
BOARD MENTORSHIP

Written By **Randy Emery**
Board of Directors



Often a board of directors is viewed as a governing or advising body responsible for oversight, strategy, and financial accountability. While those responsibilities are critical, boards can also serve another important function in mentoring. When a board member acts as a mentor to senior leaders, founders, or even emerging executives, they bring a level of perspective, experience, and strategic insight that can strengthen an organization. The advantages of a board of directors acting as mentors goes beyond simple advice-giving. They can shape leadership development, improve team and individual decision-making, and help organizations grow more effectively.

One of the more important advantages of a mentor is access to a broader level of experience. Board members are typically selected because of their professional achievements, industry expertise, and business judgment. They have often navigated complex challenges such as scaling operations, managing crises, entering new markets, and handling succession planning. Sharing those insights in a mentoring relationship, they provide mentees with lessons that might otherwise take years to learn through trial and error. Mentorship is an opportunity to fast-track learning and development without suffering the pitfalls others have had to endure.



Med One's board of directors for example, has an exceptional collection of talent and experience in technology, corporate governance, medical equipment, leasing, risk management, banking and financial analysis. In addition, board members have been involved in government operations, mergers and acquisitions, litigation, and executive development. Through their experiences as executives, business leaders, and sitting on other corporate boards, they have had front row seats to about any kind of business situation imaginable and have seen what has worked and has not worked. Together, they make a collective body of amazing talent that can be tapped through mentorship.

Independent board members can bring a strategic perspective. Executives working in an organization can become consumed by daily operations, urgent problems, and short-term goals. Board members, by contrast, are positioned to take a broader view of the important and nonurgent. As mentors, they can help leaders think beyond immediate pressures and focus on long-term priorities, competitive positioning, and sustainable growth. They can ask difficult questions, challenge assumptions, and encourage more disciplined strategic thinking. This can help leaders avoid reactive decision-making and stay aligned with the company's larger mission.

Board mentors also offer a valuable outside perspective. Because they are not involved in daily management, they can see the organization more objectively. This distance can be extremely useful when a team leader is facing internal conflict, cultural issues, or difficult personnel decisions. A board mentor can provide candid feedback without being caught up in office politics or emotional dynamics. Their independence allows them to serve as a sounding board for important ideas and help leaders evaluate options more clearly. In this way, mentorship from board members can improve both judgment and confidence.

Mentorship from the board can also accelerate leadership development. Many CEOs, founders, and senior managers benefit from having a trusted advisor who can help them refine their leadership style, strengthen communication, and build executive presence. Board members can offer practical

guidance on managing teams, delegating effectively, and handling high-stakes conversations. They may also help emerging leaders prepare for future responsibilities, including board reporting, stakeholder relations, or succession into more senior roles. This kind of mentoring can be especially useful for first-time executives who are still developing the confidence and skills needed to lead at a higher level.

Another advantage is support during periods of transition. Organizations often face major shifts such as mergers, leadership changes, expansion, or restructuring. These moments can be stressful and risky, particularly if leadership lacks experience with similar situations. Board mentors can help guide the organization and its leaders through transition by sharing comparable experiences, identifying risks, and offering steady advice. Their presence can create a sense of stability and reduce uncertainty for leadership teams. In situations where emotions may run high, a board mentor's calm and measured perspective can be invaluable.

Board mentorship can also improve succession planning. A strong board does not only oversee the current leadership team; it also helps prepare the next generation of leaders. By mentoring high-potential executives, board members can help identify future executive officers, functional leaders, and succession candidates. This creates continuity and reduces the risk of disruption when leadership changes occur. It also shows employees that the organization is serious about internal development and long-term planning. Companies that invest in succession through mentorship are often better positioned for resilience and continuity.

In addition, board members can serve as connectors and advocates. Their networks often include investors, industry experts, partners, and other influential contacts. As mentors, they may open doors to strategic relationships, introductions, or opportunities that support the organization's growth. They can also help leaders understand how external stakeholders think, which is especially useful in financing, partnerships, communications, or market expansion. This access to broader networks can create real business value and help leaders make more informed decisions.

"INDEPENDENT BOARD MEMBERS CAN BRING A STRATEGIC PERSPECTIVE. EXECUTIVES WORKING IN AN ORGANIZATION CAN BECOME CONSUMED BY DAILY OPERATIONS, URGENT PROBLEMS, AND SHORT-TERM GOALS. BOARD MEMBERS, BY CONTRAST, ARE POSITIONED TO TAKE A BROADER VIEW OF THE IMPORTANT AND NONURGENT."



Of course, for board mentorship to be effective, it must be conducted with clear boundaries. The board's governance role and mentoring role should be understood to avoid confusion or overreach. A board member who mentors should support and advise, but not micromanage, or engage into the day to day business. Trust, confidentiality, and mutual respect are essential. When the relationship is handled well, mentorship can complement governance rather than interfere with it.

Ultimately, the advantages of having a board of directors as mentors are substantial. They bring wisdom, objectivity, strategic insight, and leadership support that can strengthen both individuals and the organization as a whole. By guiding executives through challenges, helping them think more strategically, and preparing them for future responsibilities, board members can play a transformative role. In companies that value growth and strong leadership, board mentorship is not just helpful—it can be a powerful advantage.

Meet The Sales Team

LEASING / RENTAL / SALES / SERVICE



Creativity. Simplicity. Responsiveness.

Our Sales Team is comprised of experienced professionals for the specific purpose of Making Medical Equipment Available for hospitals and healthcare facilities across the U.S. We also work with the largest equipment manufacturers in the healthcare industry.

Our sales reps are experts in equipment finance, rental, and sales.

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[MEDONEGROUP.COM](https://www.medonegroup.com)

INTERNATIONAL SALES



SUSAN MINGLE
Director of International Sales

Susan Mingle joined Med One in 2017 as a Director of International Sales bringing 14 years of medical/capital sales experience, with previous experience at BD and Abbott Labs. Susan has a degree in both education and nursing. Her nursing focus was Neonatal Intensive Care. She is passionate about Georgia football, gymnastics, and enjoys traveling and spending time with her daughter and two grandchildren.

EQUIPMENT LEASING



CARTER ALLEN
SVP / Director of Equipment Leasing

Carter Allen has been in the financial industry for more than 20 years and has been with Med One Group since 2002. He appreciates the opportunity to provide solutions for hospitals that allow them to gain access to much needed equipment. Carter manages strategic accounts that are essential to Med One's success. His experience with healthcare leasing provides customers with valued solutions.



DOUG GREEN
SVP / Director of Corporate Development

As SVP - Director of Corporate Development, Doug is active in finding and developing new vendors for our leasing division and developing opportunities for rental with new and existing customers, organizations, equipment providers, and manufacturers. He is also looking for additional opportunities in our equipment sales area as well as exploring new markets and revenue-generating capabilities for the company.



JOE FINELLI
Senior Director of Strategic Partnerships

Joe Finelli graduated from Southern Connecticut State University and serves as the Vice President Head of Commercial Leasing. He has 25 years of experience in the leasing industry, and 15 years in sales leadership. After working in the industry for decades, Joe can confidently say he appreciates bringing value to our partners and helping them grow their business through the power of financing.



SPENCE TUELLER
Vendor Portfolio Manager

Spence Tueller is a part of the Med One equipment leasing team. He works with and manages some of Med One's top medical equipment manufacturers and vendor partners. He has extensive experience developing custom finance solutions and vendor programs to help our valued customers close more business. Spence graduated from BYU with a degree in health science and business administration.



DAL HOLMAN
Vendor Portfolio Manager

Dal Holman joined Med One in 2019 as part of our equipment leasing team. He graduated from Weber State with a BS in technical service and sales. Dal has 15 years of experience in sales and finance and has worked for companies like Wells Fargo Bank and the Utah Jazz. Dal enjoys developing meaningful relationships and providing solutions to his clients' needs.



GENA ROMERO
Senior Business Development Representative

Gena Romero attended Colorado State University and joined Med One in 2024. She has been in the finance industry for over 19 years—since 2005. She enjoys developing partnerships with vendors to help them have an easier process throughout the sale. For Gena, it is a great feeling to help someone have a great customer experience. In her free time, she likes working out, gardening, and spending time with her husband and two kids.



AL MUGNO
Regional Sales Director

Al joined Med One in 2017 as part of our equipment finance team. Al graduated from Iona University with a bachelor's degree in business administration, majoring in marketing. Al has worked as a sales executive in the healthcare industry for over 30 years and has an extensive medical device and healthcare IT background. Al enjoys golfing and spending time with his wife and two sons.



JOSH LAMPROPOULOS
Regional Sales Director - Leasing

Josh joined the Med One team in October of 2019 and has worked in almost every aspect of healthcare - from devices to health technology to now leasing. His favorite part about working in the industry is knowing at the end of the day, he is helping someone receive better care because of the equipment and technology Med One has placed in doctors' hands. After work, Josh can be found golfing and fly fishing.



DAMIAN TACITO
Senior Business Development Representative

Damian Tacito graduated from University Maine and joined Med One in December 2024. Prior to joining the Med One team, he has spent 15 years gaining industry experience in various verticals, including IT, manufacturing, industrial, automotive, and construction. His experience includes working directly with end users to develop national programs with larger partners. His favorite part about working in the industry is customer success.

EQUIPMENT RENTAL & SALES



BRAD JOHNSON
SVP General Manager Rental Division

Brad Johnson is the General Manager of the rental division and has been working at Med One Group since 1994. He oversees all equipment purchases and works with senior management in opening new rental locations. Brad graduated from the University of Phoenix with a bachelor's degree in business and accounting. He enjoys playing golf, fishing, hunting, and spending time with his family.



MIKE DANIELS
National Sales Director

Mike Daniels has over 30 years of experience in sales and management, marketing a variety of medical equipment from movable medical equipment to specialty support surfaces—both medical equipment rentals and capital sales. During his off time, he enjoys spending time with his family, church, surfing, and any outdoor activity.



JAY CANTIBEROS
District Sales Manager

Jay Cantiberos graduated from the University of Arizona with a bachelor of science degree and an associate degree in respiratory therapy. Jay joined the Med One team in 2019. He brings over 20 years of experience in the medical device industry as well as a clinical background. He enjoys that every day at Med One is new and exciting.

Meet The Sales Team

EQUIPMENT RENTAL & SALES *continued*



LISA WOODS

Territory Sales Manager / Southern California

Lisa Woods graduated from the University of La Verne with a degree in business accounting. Prior to Med One, she worked in sales and marketing for about 25 years traveling all over the world as an international buyer. Lisa was the Director of Sales and Merchandise overseeing 3 sales divisions before switching industries into the medical equipment rental field. She likes to spend her free time with friends and vacationing.



VICTOR GARCIA

District Sales Manager

Victor graduated from the University of Southern California in 2015. Before joining Med One, he spent five years working in medical device sales, focusing on orthopedics. Victor enjoys being part of the healthcare industry and being able to facilitate solutions to issues our healthcare professionals face every day. During his time off, he enjoys spending time with his family and being outdoors.



JEREMY QUICK

Territory Sales Manager / South Central

Jeremy Quick joined Med One in August 2009 with an extensive background in sales and marketing. He is a graduate of the University of Utah with a degree in healthcare. Jeremy's responsibilities include the rental and sale of medical equipment to hospitals, clinics, nursing schools, EMS companies, and research facilities. He enjoys spending time in the outdoors, including skiing, mountain biking, hiking, golfing, and running, along with watching his favorite sports teams.



GARRETT WETSEL

Territory Sales Manager

In 2023, Garrett joined Med One as a member of the lead gen team before moving to the Rental & Sales division. He has over four years of experience in sales and management and has enjoyed working in this industry. What he finds most fulfilling about working for Med One is the opportunity to provide products that make a difference in patient care. When not at work, Garrett enjoys hunting and being outside.



TYLER LAWRENCE

Territory Sales Manager

After attending Southern Utah University, Tyler Lawrence joined the Med One Team in March of 2023. With over 9 years of sales experience and 3 years in medical sales, he has a passion for working and communicating with people. He finds solutions and creates value in anything he does. In his spare time, Tyler enjoys sports, hunting, coaching high school basketball, and spending time with family.



ANDRES REGALADO

Territory Sales Manager / Northern California

Andres Regalado attended DeAnza Community College and then began at Med One in April of 2023. He has over eight years of sales experience, with a recent focus in the medical field. Although the industry is relatively new to Andres, he is excited to learn more and gain experience while helping customers obtain the equipment they need. Outside of Med One, his interests include ultra-running, power lifting, and studying nutrition.



KYLE SMELSER

Regional Sales Manager / East

Kyle Smelser joined Med One in 2018. He graduated from Indiana University with a bachelor's degree in finance and brings 10 years of experience in Equipment and Rental Sales. Before Med One, he most recently worked to provide hospitals and surgery centers rental solutions for cataract surgery. Kyle enjoys lifting weights and playing board games.



DAVID COULTER

Territory Sales Manager / Arizona & Nevada

David has nearly 30 years of experience in branch operations and medical equipment/support surface rentals and sales, focusing on superior customer service and solutions to ensure his customers can provide the best outcomes for their patients. David has been married for over 31 years and has one daughter. He enjoys traveling with his family, attending baseball games, and off-road driving adventures.



BRIAN SMILEY

Regional Sales Manager / Central

Brian Smiley has been a part of the Med One team since 1999 and serves as a Regional Sales Manager focused on equipment rental. He received his bachelor's degree in finance from the University of Utah and is also certified on the CareFusion and Smiths Medical equipment that Med One works with. He enjoys spending time with his family and working in his yard and garden.



BRYAN DABNEY

Territory Sales Manager / Georgia

Bryan Dabney has over 30 years of experience as a respiratory therapist. Bryan was born in California and lived there until advancing his schooling at Ricks College. Bryan finished his schooling at Weber State University and graduated with his bachelor's degree in respiratory therapy. Bryan loves traveling, camping, fishing, and water and snow skiing with his family.



AIDAN FRANCIS

Territory Sales Manager

Aidan joined Med One in 2023 with over three years of sales and account management experience. He enjoys working in this industry and connecting with a diverse range of people while building meaningful relationships and setting and accomplishing goals. In his spare time, he loves nothing more than rock climbing up a canyon and riding motorcycles.



LAUREN PIERSON

Territory Sales Manager

Lauren started working for Med One in July of 2024 as a Territory Sales Manager. Before working at Med One, she worked in software sales as an account manager. Her favorite parts about working in the medical equipment industry are meeting new people and learning about the equipment and how it can help patients. When she's not working, she enjoys hiking, finding new lakes with her dog, trying new local restaurants, and playing board games.



SHAWNA OLIVER

Territory Sales Manager

Shawna attended Humboldt State University and has over ten years of medical device sales experience, as well as a nursing background. Before moving into sales, she worked as a wound nurse at a skilled nursing facility. Her favorite parts of working in the field are finding solutions and building forever relationships. Shawna's hobbies include oil painting, raising chickens, and spending time with family and friends.



NELSON MARIN

Territory Sales Manager

Nelson joined Med One in 2025 with prior experience in the printing industry and in medical sales. He graduated from The University of Puerto Rico and now resides in South Florida. Nelson's favorite part of working in the medical industry is the feeling he gets helping people every day. In his free time, he enjoys playing golf and spending time with his family.



BRIAN BAUGH

Territory Sales Manager

Brian is a graduate of Washington State University and joined the Med One team in July of 2025. He has over four years of experience in sales, and his favorite part of working within the industry is working with his accounts, winning deals, and supporting healthcare professionals and their patients. Outside of work, he enjoys entertaining his two kids, having date nights with his wife, visiting the beach, and playing and watching sports.



DAVID COOK

Territory Sales Manager

David joined the Med One team in June of 2025. Before this, he graduated from Johns Hopkins University with a master's degree in Applied Physics. After previously working in engineering, he decided he wanted to transition more into the medical field. His favorite part about working at Med One is getting to meet new people and form genuine connections while helping hospitals and their patients.



JANA CAILLOUET

Territory Sales Manager

Jana joined the Med One team in February 2026. Prior to joining, she has worked in pharmaceutical and medical device sales. She believes the most rewarding part of working for Med One Group is knowing that the products we represent can directly impact patient outcomes. Outside of work, Jana enjoys running, cooking, working out, playing tennis, and spending time with her family.



MIKE WILTSIE

Territory Sales Manager

With over fifteen years of experience in sales, Mike Wiltsie joined Med One in 2024. He graduated from San Diego State University in 2007 and has since enjoyed helping customers find solutions that take the burden off of them and their patients. Mike's hobbies include snowboarding, traveling, attending concerts, and spending time at the beach.



JORDAN CANTIBEROS

Territory Sales Manager

Jordan joined Med One in August of 2025. Prior to joining the team, she graduated from Grand Canyon University with a bachelor's degree in marketing and advertising. She has prior experience as a sales representative for physical therapy sales, as well as wound vacs. She is grateful to have the opportunity to reach more patients through working with hospitals.



JENNY FAULKNER

Territory Sales Manager

Jenny is proud to call Georgia home and to be able to work as the East Georgia Territory Sales Manager. Prior to this role, she spent more than 20 years working in the dental industry where she built strong relationships and helped practices succeed. Transitioning to Med One has been an incredible experience for Jenny and she is excited to continue building and growing relationships.



STEPHEN TOMB

Territory Sales Manager

Stephen joined the Med One team in February 2026. He has over 10 years of experience working in sales and account management. His favorite part about working in this industry is building and growing relationships with new and existing accounts. Outside of work, he enjoys playing ice hockey with his sons, as well as spending time with his family.

WINNING THE RIGHT WAY



Written By **Grady Brown, PhD**
Chief People Officer



“Short!” Randy’s deep booming voice yelled from the back of the court. Early one morning recently, Randy and I met at our local gym for a racquetball match. We agreed to play the best two out of three games, and we’d split the first two games. In a highly competitive third game, the score was tied 12-12 and I was serving.

In the game of racquetball, one of the most disputed calls can be whether a serve is “short.” The rule states that the ball must take its first bounce on the floor behind the server’s box. Since the person serving often stands close to where this first bounce happens, they often feel their viewpoint is the most accurate. Their opponent is positioned further back in the court but also has a good view of the painted line and can easily see where the ball bounces. When the ball is traveling at speeds approaching 160 mph, seeing which side of the line the ball hits on the floor can be disputed. Such was the case with Randy and me. The match would soon be decided and bragging rights settled. Both of us claimed the better viewpoint to make the most accurate ruling.

I first discovered the game of racquetball as a young high school student. The courts on our campus were outside, three walled and about 12 feet high. Something about the game captivated me and two friends. We often played together during those years before class started, during our lunch break and sometimes after school ended. My skills grew and I continued to play during my college years and beyond as an adult. I’ve seen lots of different kinds of players. Some with the latest graphite racket, pressurized balls, special court shoes, and very cool apparel. Some are quiet and some are loud on the court. Some are gracious and yielding while others are aggressive and demanding. For play to continue, decisions must be made together about how to award points to one person or the other.

Over time, I realized racquetball was teaching me something much larger than competition. In racquetball, the scoreboard matters, but your reputation matters most over time. A player who cheats may win a rally, but a person with integrity wins trust. Integrity does not eliminate disagreement. It changes how disagreement is handled.

When I joined Med One Group nearly nine years ago, I sensed the founders and company leadership were high integrity people. Now with years of experience and hundreds of decisions made involving our medical partners and team members, operating with outstanding integrity is a value not only aspirational to us, but deeply embedded in our company culture. Over the years, I’ve watched those values show up in practical ways — serving customers honestly, owning mistakes quickly, treating coworkers fairly, keeping commitments, and doing the right thing even when it would be easier not to.

Now, I’ve known Randy for several years and we’ve played both together and against each other many, many times. I know him to be a person of high integrity. If he says the serve was short, it’s

**“INTEGRITY
IS NOT
BUILT IN BIG
MOMENTS
ALONE.”**

because he saw it that way. So, what happened in our game? Just two friends with differing viewpoints who agreed to play the point over.

At my age, I care less about the score than I once did. But I appreciate the game more than ever because it taught me that integrity is not built in big moments alone. It’s built point by point, decision by decision, long before anyone notices.

THE POWER OF COOLING YOUR JETS



Written By **Doug Green**
SVP & Director of Business Development

IN A WORLD THAT INCREASINGLY PRIZES SPEED AND EFFICIENCY, CHOOSING TO COOL YOUR JETS AND CONNECT IS ONE OF THE MOST POWERFUL THINGS A LEADER CAN DO.

I lost my mom earlier this year. She was not a trained motivational speaker or business guru but like a lot of moms, she always knew how to say something that would penetrate both my heart and mind. One of her favorite phrases to use when I got too worked up about a baseball game or a run-in with one of my sisters was – “cool your jets”. Little did I know that she was ahead of her time in teaching me what came to be known as emotional intelligence or EQ.

In today’s fast-paced workplace, technical skills, and IQ can only take a leader so far. What truly separates good leaders from great ones is emotional intelligence – the ability to understand and manage your own emotions while recognizing and influencing the emotions of those around you. Research shows that EQ predicts 67% of a leader’s effectiveness, outpacing both IQ and technical expertise. Simply put, how we connect with people matters more than we often realize.

The impact of emotional intelligence on team performance is well-documented. Emotionally intelligent leaders create environments where people feel seen, heard, and valued – and that translates directly into results. Teams led by self-aware leaders make better decisions, collaborate more effectively, and stay more engaged. When a leader walks into a room, their emotional tone sets the temperature for everyone in it. A leader who manages their emotions well gives their team permission to do the same.

Empathy sits at the heart of emotional intelligence, and it is arguably the most powerful tool a leader can develop. Development Dimensions International (DDI) research ranks empathy as the #1 leadership skill – and for good reason. Empathetic leaders retain top talent, resolve conflict more effectively, and build the kind of trust that keeps high performers around for the long haul. The difference between a low-EQ response and a high-EQ response in a difficult moment can define a team member’s entire experience of their workplace. People may forget what you said or what you did, but they will never forget how you made them feel.

Emotional intelligence also shapes individual performance in profound ways. Self-regulation – the ability to pause before reacting,

EMOTIONALLY INTELLIGENT LEADERS CREATE ENVIRONMENTS WHERE PEOPLE FEEL SEEN, HEARD, AND VALUED – AND THAT TRANSLATES DIRECTLY INTO RESULTS.

respond thoughtfully instead of impulsively, and stay composed under pressure – prevents the kind of reactive leadership that erodes culture over time. Self-awareness helps leaders identify blind spots before those blind spots become blind sides. And intrinsic motivation, another core component of EQ, drives leaders to pursue excellence not for recognition or reward, but because they genuinely care about the work and the people they serve.

The encouraging news is that emotional intelligence is not a fixed trait – it grows with intentional practice. Building EQ starts with small, consistent habits: listening actively without jumping to solutions, seeking honest feedback from those around you, naming your emotions rather than suppressing them, and making a daily effort to understand what drives the people on your team. These aren’t complicated strategies. They are human ones. And in a world that increasingly prizes speed and efficiency, choosing to cool your jets and connect is one of the most powerful things a leader can do.





MEDICAL EQUIPMENT / FINANCING / SALES / SERVICE

Med One Group exists for the sole purpose of making needed medical equipment available to the healthcare industry. Med One's expertise ensures each customer receives the very best option for them. Med One Group offers exceptional customer service while operating with integrity. Our three pillars include Creativity, Simplicity, and Responsiveness and are guiding principles in helping our customers achieve positive patient outcomes.

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Med One Group

GROWTH SINCE 1991



35+ Years in Business

200+ Employees

17 Offices (13 new offices in the last 5 years)

5,000+ Healthcare Customers (all time)

\$1.2+ Billion in Leasing (last 10 years)

50,000+ Units of Rental Equipment

\$100+ Million of Rental Revenue (since 2015)

100,000+ Deliveries and Pickups (since 2015)

100+ Vendor Finance Partners

30+ Field and In-House Sales Reps

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CORONA, CA

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Corona, CA 92882

LA MIRADA, CA

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FIVE TIPS FOR STARTING A NEW HOBBY



**Serial
Hobbyist**

Written By **Jordyn Jackson**
Social Media and Marketing Coordinator

Tip #1 – Don't go for the nicest supplies right away

Whether you are interested in starting a craft project, learning how to cook a new dish, or teaching yourself an instrument, it's best not to go for the nicest, usually most expensive, supplies right away. Often, when I am trying to teach myself a new skill, I will look up tutorials for beginners. Many of the people who make these tutorials are experts in their craft and usually have professional grade equipment and supplies. I've gotten trapped in the mindset that I also need the nicest and most professional supplies and will spend too much money on supplies that I will hardly use or will be too advanced for my beginner skills.

Invest in simple solutions, or better yet, try using the supplies you already have at home! After practicing for a while, if it is something you see yourself continuing to work on, consider upgrading your equipment and supplies. Until then, the beginner grade quality supplies will work just fine.

Tip #2 – Remember, you won't be perfect right away

As much as I try to fight it, I am a perfectionist and will give myself a hard time if I am not an expert at a new hobby or

skill right away. Trusting the learning process and giving yourself grace will help set you up for future success and prevent you from quitting right away. Also, if you make something and it doesn't turn out "perfect", it can be a great piece to compare your progress to as you continue learning! I personally love pieces that don't quite turn out perfect and have one or two (or many) mistakes, I think they tend to have more character and tell more of a story than the pieces that turn out perfect.

Tip #3 – Not everything needs to make you money

If you are like me and always trying to find ways to be entrepreneurial, hobbies can feel like a job rather than a source of fun and relaxation. As I mentioned before, I have recently gotten into cross stitching. I have had to constantly remind myself that I don't need to sell my work or patterns to make cross stitching "worth it." I can just work on it because I think it is fun. There doesn't always need to be a deeper purpose behind a hobby besides it is something enjoyable to do.

Tip #4 – Share your progress with friends

Hobbies are the most fun when you do them with others. Sharing progress can be a good way to connect with others who are also trying to start a new hobby. If you are trying to read as a hobby, share your favorite books with others or create a joint TBR list. If you are learning to cook, have people over to try a new recipe you want to make. If you want to start running, invite people to go on runs with you. Whatever the hobby is, there is a way to share it with your friends, ultimately creating a community of like-minded people.

Tip #5 – If it's not fun anymore, take a break!

The best part about hobbies is that if it is no longer fun, you are allowed to take a break! Hobbies are meant to help you relax and enjoy your free time. If it is starting to feel like a chore, you can take a break! There have been several times where I feel super excited about starting a new hobby but after a little bit of time, it feels mundane and no longer excites me. I'll set it aside for a little while, and usually after a few months, the excitement returns, and I feel ready to pick up where I left off. If you never feel excited to return to a hobby, that's ok too! There's no pressure to ever return if it no longer brings you joy.

Whatever your next hobby is, I hope these tips help you get started! Have fun!



EMPLOYEE SPOTLIGHTS

JHUSTIN GRANADOS OPERATIONS MANAGER

My name is Jhustin Granados, and I was born in Los Angeles, California. I was raised in East Los Angeles for half of my childhood. My family did some traveling to El Paso, Texas before returning and settling in Fresno, California. I have been in Fresno for majority of my life now. I am an only child to my amazing mother and role model, Kathleen Mendoza. My father passed away when I was twelve, teaching me to appreciate the time we have. I try my best not to forget this life lesson as I try to maximize the time I have with my wife, Mercy, and son, Martin. My son is four years old and is growing fast!

When it comes to pets I have too many cats as my wife loves cats. However, I can't wait till we have more acreage, as I look forward to having some farm animals. With my time in Fresno, I have tended to many farm animals, and I look forward to owning some cows, chickens, goats, and a couple dogs.

When it comes to hobbies, I really enjoy trying new things and I love working out. Currently I work out a minimum of 5 days a week for two hours every session. All my primary lift PRs, including deadlift, squat, and bench press exceed 315 pounds. Besides working out I have recently picked up fishing. I have gained a lot of knowledge about fishing, fishing rods, and lures. I just recently caught my first fish in Utah at the Growth Summit!

For my undergrad, I attended Fresno State University where I obtained my Bachelor of Science in Criminology with an emphasis in Law Enforcement. I also obtained several certificates during my time at Fresno State University. These Certificates include a certificate in Victim Studies, a certificate in Legal Studies, and a certificate in Drug and Alcohol Studies. As of 2026, I am currently finishing my first year at Fresno Pacific College where I am working on obtaining my Master's in Business Administration.



Currently I am an Operations Manager at the Fresno location. I have been with Med One for about a year and a half now and there are many aspects of my role that I love. First, I enjoy the organization I work for, as they provide me with all the resources needed to create and foster a great work environment. The support I receive from my team is remarkable and definitely not taken for granted. Secondly, I love how much impact we have on our community. Typically, when individuals need our services they are not happy about their situation. However, with the team we have here in Fresno we are able to make that time of need a little easier. Our team is aware of their impact, and it shows with the care and dedication they bring to work every day. Finally, with the dedication I see in all our staff, I am always looking forward to seeing everyone grow with Med One.



DAVID ROMERO REGIONAL OPERATIONS MANAGER

My name is David Romero and I have been with Med One now for a little more than 4 years. I am working as the Regional Operation Manager overseeing the Southern California Offices. I graduated from Cal Poly S.L.O. with a B.S. degree in Industrial Technology and have lived in the state of California almost all my life. I have 2 older siblings that also live in California and 2 boys which I try and spend as much time with when they are home visiting dad. I am also very blessed to have my parents, who are both 86 years of age and in great health. I visit them quite often and take them with me on vacation to create more memories.

In my free time, I enjoy playing soccer, tennis, pool, salsa dancing, BBQing at home with my 2 boys, and traveling outside the country when the opportunity presents itself. I also enjoy watching basketball, baseball and looking forward to attending the World Cup games that will start in June of 2026. I am very excited as I am a big soccer fan.

Working for Med One is a true blessing as it is a company that is being blessed each and every day, prospering and growing year after year, values their employees, and takes care of all our care partners and providers. All local and corporate team members are also great to work with as each and everyone has a role to play to work together as a team, making Med One very efficient as we grow and become a major competitor in the medical industry.

As told by Brent Allen during our National meeting, Med One has saved thousands and thousands of people's lives that we do not even know about, but in our hearts we know that every delivery makes a difference in people's lives — not only for the patient, for their family too, as a 100% recovery means patient and family members will continue to enjoy the quality of life. This is exactly why we do what we do each and every day and it is a job that truly touches my heart.



EMPLOYEE SPOTLIGHTS

ETHAN DRAPER TERRITORY SALES MANAGER

I was born and raised in Gilbert, Arizona. I am considered the wild card child in the family. I go with my own rhythm and flow and that has taken me all over the country that has allowed me to be in places to help others.

I enjoy sports (both watching and playing). I think pickleball should have been more popular when I was younger. I also love concerts and movies and traveling with friends. In my spare time I try and find quality time to meet new people in my circles of work, church, and neighborhood.

I graduated from Grand Canyon University in 2020 with my sports management degree and maybe one day I can put that to use but for now I love the medical field and think it's right where I am supposed to be.

What I love the most about Med One is the people I work with. I know that every day I come to work someone will make me laugh and ask me how my day is going. I love that the company pushes their employees to grow within and creates a culture that embraces family values.



CURTIS HADDOX WAREHOUSE MANAGER

My name is Curtis Haddox, and I have been with Med One for a little over two years. I started as a driver and worked my way up to Warehouse Manager. In the short time I've been here, Med One has taught me so much, both professionally and personally.

I truly enjoy waking up and coming to work every day because I get to work alongside an amazing team. Knowing the impact we make in people's lives each and every day gives me a deep appreciation for the role I'm in. Thank you to everyone for all that you do for this company. Not only have I found a great career here, but I've also gained a second family.

I was born and raised in the small town of Dadeville, Alabama, located on beautiful Lake Martin. From Friday night lights to long summer days on the lake, I will always cherish the memories and values that came from growing up in a small town.

Today, I reside in Woodstock, Georgia, where I've lived for around 16 years. Luckily for me, our Med One office is also located in Woodstock.

Family means everything to me. I have one beautiful daughter who is my entire world. I also have one sister who made me an uncle to two nieces and three nephews, along with a half-brother and a stepsister. I'm incredibly blessed to still have both of my parents with me here on this beautiful Earth.

Outside of work, I enjoy coaching my daughter's softball team, playing cornhole, traveling to new places, trying new restaurants, attending sporting events and concerts, drag racing, and anything involving the outdoors.

One fun fact about me is that I was a professional cornhole player for five years, which gave me the opportunity to travel all over the United States competing. During that time, I even made a few appearances on ESPN and CBS Sports.



The person who motivates me the most in life is my daughter, Alexandra. Watching the young lady she is becoming, seeing her accomplish goals, and watching her develop her skills on the softball field inspires me every single day. She has the kindest and most loving heart, and I'm grateful for the motivation she gives me daily.

Thank you, Alexandra, for inspiring me to be better every day.



EMPLOYEE SPOTLIGHTS

AI IS ALREADY IN THE ROOM

The question is whether you're using it...



Written By **Josh Lampropoulos**
Regional Sales Director

I'll be honest — a year ago, I was skeptical. Not about whether AI was real or capable, but about whether it was actually relevant to the work I do every day in medical equipment financing. It felt like something for tech companies and Silicon Valley, not for healthcare sales reps and provider relationships.

I was wrong. And the speed at which that became clear surprised me.

Today, AI is showing up in virtually every corner of healthcare — from how providers diagnose and treat patients, to how sales teams prospect and communicate, and even to how finance teams evaluate equipment investments. It's not a future thing. It's a right now thing. And the organizations that treat it that way are already pulling ahead.

What's Actually Happening in Healthcare

When most people hear "AI in healthcare," they picture robots performing surgery. The reality is both less dramatic and more immediately impactful.

AI is being used today to flag early warning signs in patient vitals before a crisis occurs. It's helping radiologists catch findings they might have missed on a long shift. It's streamlining prior authorizations that used to take days.

It's identifying which patients are at high risk for readmission so care teams can intervene earlier.

None of that is science fiction. It's happening in hospitals and specialty practices right now — and it's changing what "standard of care" looks like going forward.

For care providers, the practical question isn't whether AI matters, it's how to access it thoughtfully, implement it effectively, and afford it without disrupting operations.

The Business Case Is Real

From a business perspective, AI-driven tools in healthcare are producing measurable results: shorter patient wait times, reduced administrative burden on staff, fewer billing errors, and better outcomes data that supports stronger reimbursement arguments.

That last one is worth pausing on. In a reimbursement environment that increasingly rewards outcomes over volume, having better data — and tools that help generate it — is a genuine competitive advantage. Practices that can demonstrate superior patient outcomes have a stronger case for premium procedures, stronger referral relationships, and more loyal patients.

The challenge, of course, is that AI-integrated equipment and software aren't cheap. And for many providers, especially independent practices and smaller health systems, the upfront cost feels like the barrier. That's where financing enters the conversation — but more on that in a moment.



What It Means for How We Work

On the business side of healthcare — the side I live in — AI is also reshaping how teams operate. I use it regularly now to draft communications, research prospect companies, organize my thinking before a strategic account call, and move faster on tasks that used to take much longer.

That's not about replacing the relationship or the judgment. Those still matter enormously in this business. But it does mean that the teams who figure out how to use AI as a productivity tool — not a crutch, but a tool — are going to have a real edge in how much they can accomplish and how well they can serve their partners.

I think that's true whether you're a sales rep, a practice administrator, a clinician, or a CFO. AI is a force multiplier for people who know what they're doing. The goal is to be one of those people.

The Access Question

Here's where I'll bring it back to what we do at Med One, because I think it's genuinely relevant:

A lot of the most impactful AI-integrated medical equipment — advanced imaging systems, surgical robotics, diagnostic platforms with machine learning built in — carries a significant price tag. For providers who want to stay current without depleting cash reserves or waiting for a capital budget cycle, financing is often what makes adoption possible.

Structured correctly, a financing arrangement can let a practice access a \$150,000 AI-powered diagnostic platform today, align payments with the revenue that platform generates, and preserve capital for the operational investments that can't be financed. That's not a workaround — that's a sound financial strategy.

The providers who will lead in the AI era won't necessarily be the largest or the best-funded.

They'll be the ones who are intentional about how they adopt new technology and smart about how they fund it.

Where This Is All Headed

I'm not here to predict exactly what AI will look like in healthcare five years from now. Honestly, the pace of change makes that a fool's errand. What I'm confident about is this: the organizations that approach AI with curiosity rather than skepticism, and with a clear plan rather than reactive urgency, are going to be in the best position — for their patients, their staff, and their bottom line.

That applies to care providers deciding which technologies to invest in and to all of us at Med One, too.

The room has changed. The question is just whether we're keeping up with it.

**THE ORGANIZATIONS
THAT APPROACH AI
WITH CURIOSITY
RATHER THAN
SKEPTICISM...
ARE GOING TO BE IN
THE BEST POSITION.**



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CREATIVITY*

Doing one thing very well - "whatever it takes"

OBSERVANT LISTENING

A unique philosophy - what does our customer really need?

UNITED TEAMWORK

It takes all of us to make a happy customer

RESPONSIVENESS*

Unprecedented service builds customer loyalty

ABOVE & BEYOND

Taking pride in going the extra mile

GENUINE RELATIONSHIPS

A huge secret to getting repeat business

EVERYDAY — DO IT RIGHT

The first time, and every time

OUTSTANDING INTEGRITY

The principle upon which Med One was built

UNIQUE PATIENCE

Perseverance — we will never give up

SIMPLICITY*

Making it easy for a customer to do business with us

LEARNING & GROWING

Learn, grow, and understand the evolving needs of our customers

YOU'RE THE DIFFERENCE

The Med One Way does not happen without you



THE MISSION BETWEEN DEPARTMENTS

THE VALUE OF LEARNING FROM EVERYONE



Written By **Kenzie Tait**
Marketing Coordinator

I have a 5-year-old nephew that is one of the smartest little kids you might meet. He was teaching me all about dinosaurs the other day.

Dinosaurs aren't something I really care to know a ton of facts about, or feel is very relevant to my life personally but for him right now, he's all about it. The simple things I learn from my nieces and nephews might sometimes be something silly, like a dinosaur fact or the best way to play Connect 4, but every now and then, the value of what they show me has a much deeper meaning.

As I was thinking of what I might write about for this article, I realized how lately I've thought a lot about this idea: the value of learning from everyone. I've come to see that the best organizations are built by people who never stop learning from each other, and I love how Simon Sinek puts it: "A team is not a group of people who work together. A team is a group of people who trust each other." I admire the mission of Med One and the purpose every employee strives to follow and fulfill. In my short time here, I've come to see that we couldn't do it without each other. Experience brings wisdom, but so does fresh perspectives, unexpected conversations, and insights from

people whose roles or backgrounds may differ from our own. In my life, some of the most meaningful lessons I've learned have shown me that wisdom doesn't belong to one title, department, or age group - it comes when people are willing to learn from each other.

One of the most beautiful things about life is how each of us gets to experience the world through different perspectives and lenses. When we are open to learning from one another and create space for both listening to others and sharing our own thoughts, we become stronger and are better able to fulfill our mission. This is something I chose to write about because sometimes I've questioned the value of sharing my own thoughts or perspectives. Being younger or newer to a company can make it easy to assume that experience alone is what gives insight value. Working here, I've come to know that there is value to all life lessons — no matter who it's coming from.

We often talk about the three pillars of Med One — creativity, simplicity, and responsiveness. In order to be creative we must be open, simplicity comes from someone asking, "is there a better way to do this?", and responsiveness begins with listening. These values become easier to live when we don't limit insight by age, title, or department. Med One has been around for 35 years because of both experience and innovation, and the good news is that we'll continue to move forward in the

years ahead by remaining open to new ideas but also learning from proven wisdom. Experience and fresh perspective are not competing strengths; together they create stronger teams.

Growth can come from formal trainings and experience, but sometimes it comes from an unexpected conversation — even one about dinosaurs. I think not only are there different pillars of success, but also each department might contribute their own perspective to the overall mission of Med One. We're all working at the same place, yet we are experiencing the mission of Med One from very different angles. No single role sees the entire picture alone. The strongest organizations are not built when departments simply work beside each other, but when people learn from each other. When communication is moving freely, teams become more connected, creative, and effective. This lesson isn't so different from sitting with my nephew listening to dinosaur facts I never expected to care about. Sometimes growth begins when we choose to value perspectives outside our own.

Whether you're new here at Med One, or you've worked here since the very beginning, this is a place that needs both fresh perspectives and experience. In my short time here, I've learned a lot, and I know there is still so much more to learn. But something I've learned that I'll keep with me no matter what is that value doesn't only come

from how long someone has been doing something, it also comes from a willingness to see things differently, ask questions, and learn from every situation and every person. Some of the most meaningful lessons in life can come from unexpected teachers. There is value in learning from every direction, and we all have something to teach. Wisdom is not limited to one role, one department, or one level of experience. When there are so many different departments and individuals that work together toward a shared mission, there can be a unique strength in unity. Every role carries its own expertise and perspective, allowing us to have an even stronger ability to learn from one another across many differences. Experience is valuable. Fresh perspective is valuable. Different roles are valuable. The more willing we are to learn from one another, the stronger we become together.

I love this quote from Henry Ford, "Coming together is a beginning, keeping together is progress, working together is success." There's a lot to be said about a group of people that are willing to collaborate, listen, share, and navigate together through a world full of many voices, and opinions.

THE BEST ORGANIZATIONS ARE BUILT BY PEOPLE
WHO NEVER STOP LEARNING FROM EACH OTHER

THE IMPORTANCE OF HUMAN METRIC



Our work runs on protocols, throughput, and outcomes. But underneath all of it is something the metrics can't quite capture, the very important metric whether the human in front of us feels like a person or a problem.

Imagine a man named Ben. He's older, calm, and not in any rush to be anywhere. He shows up at the same breakfast diner most mornings, learns the names of the people who work there, and asks questions that aren't small talk. He sits on park benches. He notices the woman who looks tired today, the young parent juggling a stroller, the teenager carrying something heavy while staring at their phone. He doesn't fix anyone. He just sees them.

WHY THIS MATTERS IN THE WORKPLACE AND BEYOND

Our work runs on protocols, throughput, and outcomes. But underneath all of it is something the metrics can't quite capture, the very important metric whether the human in front of us feels like a person or a problem. Ben's quiet way of moving through the world is a reminder of what caring for others can feel like when we slow down enough to listen and observe.



Written By **Jon Utley**
Director of Information Technology

For the healthcare providers we serve, and especially their patients, the lesson is simple. Someone scared in a hospital gown, someone waiting on lab results, someone navigating a parent's declining health; they remember almost nothing about the diagnostic codes. They remember whether you looked them in the eye. They remember whether you used their name. They remember whether you sat down.

For your office team, it's the same truth turned inward. The colleague struggling at the end of a long shift, the new hire still finding their way around the facility or office, the veteran whose steadiness everyone relies on, but no one mentions, they need to be seen too. Burnout rarely comes from the work itself. It comes from doing the work invisibly.

SEEING IS AN UNDERRATED SKILL

Ben treats ordinary encounters as worthy of full attention, the cashier, the neighbor, the kid with something small to show him. He doesn't perform interest; he actually has it.

For our healthcare providers, patient intake isn't just data collection; it's the first moment someone decides whether they're safe. The hand-off between shifts isn't just information transfer; it's how a human being stays cared for through the night. The two minutes you spend with a worried family member in a hallway may be the most important medicine delivered that day.

For our office and corporate environments, the same principle holds. The two minutes you spend with a worried teammate in a hallway may be the most meaningful contribution you make that day.

BEN IS NOT IN A RUSH

In some professions, people absolutely must move quickly, and slowing down can sound like a luxury we don't have. But anyone who has worked a hospital floor knows the truth: the rushed visit gets called back. The unheard concern becomes the readmission. The patient who didn't feel listened to doesn't take the medication. Three extra minutes at the bedside often saves thirty minutes later.

The same holds in an office or corporate environment. The rushed meeting gets rescheduled. The unheard concern becomes the resignation. The employee who didn't feel listened to doesn't follow through on the project. Three extra minutes at someone's desk often saves thirty later.

And it's true with each other, too. The quick "How are you?" in passing matters less than the one real conversation in the break room. The team that checks in on one another holds together through the hard weeks. The team that doesn't, frays.

A PRACTICE FOR THIS WEEK

You don't need a character study to borrow from this idea. Try one of these:

- **Sit down before you speak**, even if you only have a minute. Eye level changes everything.
- **Thank a coworker out loud**, specifically, for something specific. Not "great job", name the thing.
- **Notice who's quiet today**. Check in without making a production of it.
- When someone tells you something heavy, a patient, a colleague, **resist the reflex to fix it**. Stay there for one extra beat.

THE PARK BENCH

Picture Ben on his park bench again: unhurried, available, paying attention. We don't have park benches in most of our settings, but we have their equivalent, the moment between meetings, the moment between rooms, the hallways, the lingering second when a patient or coworker is gathering courage to ask the real question. Those are our park benches. That's where a lot of the actual care and workplace success happens, in pauses no one is billing for.

Ben's quiet gift to the people around him is simply that he shows up and pays attention. That same gift is available to every one of us, with every patient or coworker who trusts you with their fear, and with every coworker walking in the same hallway.

Let's be a little more like Ben.

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