



# Respect - how's that working for you?

## re-spect

—noun

1. a particular, detail, or point (usually preceded by in ): to differ in some respect.
2. relation or reference: inquiries with respect to a route.
3. esteem for or a sense of the worth or excellence of a person, a personal quality or ability, or something considered as a manifestation of a personal quality or ability: I have great respect for her judgment.
4. deference to a right, privilege, privileged position, or someone or something considered to have certain rights or privileges; proper acceptance or courtesy; acknowledgment: respect for a suspect's right to counsel; to show respect for the flag; respect for the elderly.
5. the condition of being esteemed or honored: to be held in respect.
6. respects, a formal expression or gesture of greeting, esteem, or friendship: Give my respects to your parents.
7. favor or partiality.
8. Archaic . a consideration.

So far the dictionary. How does this apply to our particular situation?

It's a mutual thing: Respect for the horse (most important), for the horse owner and respect from the horse owner to the hoof care professional.

In general, this works out well as you come into the situation usually because people have heard or read good things about you.

Needless to say, we always respect the horse for what he is: A horse. An animal that fights through flight and has his own emotions, experiences and feelings, often combined with pain and the associated problems.

We respect the owner for being a client, an educated human being with compassion for a love we share: The horse. This client may have his own emotional scenario, his own fears about a situation he/she does not know how to remedy, and he/she relies on your knowledge to help through this conundrum.

But there are sometimes situations where it helps us to define our roles, those roles that result in mutual respect:

- A) What makes us as trimmers desirable for the horse owner?
- a. Knowledge
  - b. Competent horse handling
  - c. Competent trimming
  - d. Punctuality



- e. Friendliness
- f. Ability and willingness to share knowledge (and all of this not necessarily in that order)

B) What can we expect from the horse owner?

- a. Horses are ready to be trimmed when we arrive
  - i. That means they are confined somewhere
  - ii. They have been soaked (if that is necessary)
- b. Reasonable work area
- c. Reasonable trim repetition (2 – 4 weeks)
- d. Horses behave, pick up feet, hold up feet etc.
- e. Horses are kept according to our guidelines (herd life, 24/7 freedom to move)
- f. Horses are fed according to our guidelines
- g. Prompt payment

Remember: You have the best possible education, combined with your own personal experience and research. You invested in all of these. If a client thinks he/she can berate you, lecture you, correct you once or repeatedly, he/she may have to find another trimmer. When they do this and you allow them to continue in such behavior, they will lose respect for you.

Reasoning with them in such a situation does usually not get you far. State what you need from them and what you are able to supply in return. It's a business transaction, not a marriage.