HARRISON’S RULES OF THE ROAD

1. Get—and stay—out of your comfort zone.
2. When you’re ready to quit, you’re closer than you think.
3. Anything that is not managed will deteriorate.
4. No nepotism, no hiring of friends.
5. Never rehire anyone.
6. Hire people smarter and better than you. Delegate responsibilities to them. Doing so will make your job easier.
7. You’ve got to know your territory cold! Do your homework. Be prepared.
8. Teamwork.
9. Take options, never give them.
10. Rely on your instincts and common sense. If you go against them you’ll generally regret it.
11. No surprises. We don’t give them. We don’t like to get them.
12. Never lose sight of what business you are in. Stick to your “last.”
13. When you suit up each day it’s to play in Yankee Stadium or Dodger Stadium. Think big.
14. If you have a problem, don’t delay. Face up to it immediately and solve it!
15. Loose lips sink ships!
17. A true leader is accessible—no job too big, no job too small.
18. Communication is our business. You can reach any of your associates anytime, anywhere, anyplace.
19. If you make a mistake, admit it. Just don’t make too many.
20. Don’t be a “customer’s person” (man or woman).
21. Always take the high road. Be tough and fair and never lose your sense of humor.
22. Have the guts of a lion.
23. Never forget the details—every detail matters.
24. Be a financial wizard.
25. Enjoy the ride.