



THE BIG DISPATCHER IN THE SKY

At the very beginning of the TIP Program, TIP leaders and volunteers noticed a mysterious phenomenon. It seemed that volunteers were being dispatched to the calls “made for them.” As each call came in it seemed that a volunteer who had the perfect skill set for the situation was on call and was dispatched. We often remarked *“Thank god that volunteer was set to that particular call.”*

This phenomenon could not be explained by how we scheduled volunteers or how we dispatched them. We were making no effort to match volunteers with calls that were right for them. So, what was happening? How was our dispatching working so perfectly?

We eventually began explaining the mysterious “good luck” we were having matching volunteers to TIP calls by giving credit to **“The Big Dispatcher in the Sky.”** We didn’t know who/what this Big Dispatcher was exactly. We just knew there was a force outside of ourselves helping out.

I’m happy to report that to this day TIP Leaders and volunteers continue to explain the “right volunteer for the right call” phenomenon by affectionately referring to **The Big Dispatcher in the Sky.**

This belief in a force outside of ourselves not only has helped us explain the inexplicable, it has also resulted in our leaders and volunteers developing a **humble approach** to their accomplishments. They realize that at times they are assisted in their good works by a mysterious something. Call it... Lady Luck, a Hidden Hand, or The Big Dispatcher in the Sky. These humble leaders make TIP the wonderful organization it is by focusing on serving others, not themselves.

The TIP organization has been successful over the years. We’ve grown from a small program to a national organization. Some of that success is clearly the result of our own talent and hard work. But not all of it. We’ve had help. For years, I have seen the hidden hand of **The Big Dispatcher in the Sky** help us to help others... day after day, year after year.

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