

Book Review
by Sharon G. Johnson

The 25 Most Common Problems in Business (and How Jesus Solved Them), Jim Zabloski, Broadman and Holman Publishers, Nashville, Tennessee, 1996

Mr. Zabloski's premise is simple: when facing any issue in business, ranging from handling customers to handling failure and from teamwork to time saving, we should ask, "How would Jesus handle this?"

Each of the 25 chapters begins with a narrative describing a situation in which Jesus is handling an issue related to the chapter title. For instance, Chapter 6 focuses on "How to Handle Customer Complaints." Mr. Zabloski relates the story of Martha's conflict with Mary recorded in Luke 10:38-42. Drawing on how Jesus handled Martha's criticism of Mary (and by implication, of Jesus Himself) we are led to reflect on such

principles as allowing customers time to complain and speaking the truth in love.

In addition to the biblical stories, the author also offers in each chapter examples from business, quotes and materials from others, charts and tables, and a variety of other helps in both understanding and acting on the business issues involved. Each chapter ends with a list of practical tips. For instance, in Chapter 6 we read:

Practical Tips

1. Drill home the concept that the customer is always right.
2. When the customer is wrong, refer to number 1.
3. Find a way to overcompensate the customer for his or her inconvenience.
4. Make yourself accessible to customers who want to complain to higher-ups.
5. Empower every employee to solve complaints.

The list of issues covered in the book is impressive; setting agendas for meetings, delegating, handling finances, striving for excellence, choosing a leadership style, and training people are only a few of those covered.

Mr. Zabloski's book would be

useful as a supplement in a management class, but is really targeted at those in the workplace, particularly those in supervisory positions. Because this reviewer has recently completed a term as a department chair at a Christian college I could also recommend this book to any Christian college administrator. Its practical yet Bible-rooted advice makes it an excellent resource when one is wrestling with 25 (and more!) management problems faced by administrators.