

## It's different in the civilian sector

**Herman:** There's a famous quote, "When you want things done right, sometimes you have to do it yourself," and that's something that I've always lived up to. I've always done things for myself with the assistance of other Veterans that have given me training and knowledge, skills and ability that I've kind of adopted to do certain things, and in the civilian sector, it's a little different, because...and not that I'm you know how can I say knocking them down or anything, but in the civilian sector, it's just a little bit of a different environment when it comes to doing certain things.

One of the things that I've been having to deal with I would say somewhat lately is sometimes people want to do things on a whim's notice. There's no thought process. They think they have it done, but they really haven't discussed their philosophies and concepts about what they want to get done. For me, I have to think things through, because they can, well in this case working on an aircraft, you can't rush that. When an aircraft is flying, you want to make sure that it's flying good. So, you can't rush and compromise quality. So, the issues that I would run into is emotionally driven without any kind of concern of caution for doing you know, aircraft maintenance we'll just say on, the civilian sector side, not so much in the military but in the civilian sector, because I was an aircraft mechanic in the civilian sector, but I like to think things through, because we're such at a fast paced environment. At least, that's what we think we ought to handle ourselves. It just compromises a lot of things. So, whenever I have to get in there, I kind of throttle back or throttle people back to like really think about what they're doing. There's a little bit of discourse, because in their mindset, it seems, and you can hear it in conversation, they're out at a bar already while we're trying to do a job, or they're out playing soccer when we're trying to do a job. So, if you're not focused on your job, you're obviously focusing on something else, because then it's going to affect the performance of what you're doing, and that'll eventually effect you know the outcome of a task.

So, those are the frustrations that I kind of deal with. That's why you know I decided that eventually I'll become my own business owner.



U.S. Department  
of Veterans Affairs

**MAKE THE  
CONNECTION**