



## Education and Experience: The Dynamic Duo

Wanting to be in a profession where I can be of help and service to others, I chose to become a Notary. Even though this profession may appear to be all about papers and files, in essence it is about and for people.

When clients come to us, they rely upon our professionalism. They trust that our knowledge and experience will provide answers to their questions and concerns. Therefore, we have an obligation and duty to our clients *and* to our Society to ensure that our professional knowledge and expertise remains of the highest standard. Continuing education is not an option. It is a necessity, and an absolute must. By being aware that learning is an ongoing process, we render better service to our clients. Education is key because education brings knowledge. Only time can bring experience, however.

Experience can not be studied but it can be passed on. Therefore, it is important that experience be shared. Since every client is unique, every file brings its own particularities and specific issues. Not every file fits the perfect scenario. Experience can make the difference, particularly when we are confronted with those challenging situations. The discussion group set up via the private Website of The Society allows us all, from the comfort of our desk, to discuss these challenges and the solutions thereto.

Apart from the discussion group, there is the “1 – 800 or “hot line” of The Society, where Nanaimo Notary and Education Co-coordinator Rick Evans, with his years of experience, addresses all sorts of questions and concerns. It is of tremendous value to know that at all times, you can discuss and share your approach in a file with another experienced professional.

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If called upon, many of our members are very willing and co-operative in sharing their experience and expertise with others. The constant exchange among us of knowledge and experience allows us to provide our clients with excellent professional service, which reflects upon all BC Notaries and The Society. We work together as a team and have the best interests of our clients and The Society at heart. In a way, we all have mentors and in turn, we all mentor others.

Another reason Notaries provide exemplary service as business *professionals* is that we have the ability to listen as *people*. Life experience is of tremendous value, not only in our own private life

but also in our professional life. We are who we are today because of what we have lived and what we have experienced every single day along our journey.

Clients trust that a BC Notary will not only assist them as a professional but will guide them with solutions to the issues in their lives. In many instances, our life experience helps resolve a matter before it escalates, by mediating a situation or by bringing the client's attention to the long-term risk and concerns the decision may entail.

Just as our life and professional experience and knowledge allow us to assist our clients, the clients “shape” us, one by one, by sharing their experience with us.

Once again, we come full circle. There is a constant exchange of knowledge and experience between us: the professional and the client.

For as long as we are in this profession, for as long as we are alive, we will be a mentor and coach to some, and we will be in need of a mentor or coach ourselves. ▲

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