

October 2009: To be successful, Have you?

1. Have you in the last 10 days ... visited a customer?
2. Have you called a customer ... TODAY?
3. Have you thanked a frontline employee for a small act of helpfulness... in the last three days?
4. Have you thanked a frontline employee for carrying around a great attitude ... today?
5. Have you invited a leader of another company to your monthly team priorities meeting?
6. Have you personally in the last week/month called/visited a customer to sort out, inquire, or apologize for some little or big thing that went awry?
7. Have you celebrated in the last week a "small" (or large!) milestone reached?
8. Have you in the last week or month revised some estimate in the "wrong" direction and apologized for making a lousy estimate? (Somehow you must publicly reward the telling of difficult truths.)
9. Have you installed in your company a very comprehensive customer satisfaction scheme for all customers? (With major consequences for hitting or missing the mark.)
10. Have you in the last six months had a week-long, visible, very intensive visit/"tour" of your customers?
11. Have you in the last two weeks had an informal meeting—at least an hour long—with a frontline employee to discuss things we do right, things we do wrong, what it would take to meet your mid- to long-term aspirations?
12. Have you in the last 60 days had a general meeting to discuss "things we do wrong" ... that we can fix in the next 14 days?
13. Have you in the last week pushed someone to do some family time that you fear might be overwhelmed by deadline pressure?
14. Have you learned the names of the children of everyone who reports to you?(If not, you have six months to fix it.)
15. Have you in the last month taken an interesting outsider to lunch?
16. Have you in the last month invited an interesting outsider to sit in on an important meeting?
17. Have you in the last two weeks asked someone to report on something, anything, that constitutes an act of brilliant service rendered in a "trivial" situation—restaurant, car wash, etc.? (And then discussed the relevance to your work?)
18. Have you in the last 30 days examined in detail (hour by hour) your calendar to evaluate the degree that "time actually spent" mirrors your "important priorities"?
19. Have you at every meeting today (and forevermore) had an end-of-meeting discussion on "action items" to be dealt with in the next 4 or 48 hours? (And then made this list public—and followed up in 48 hours?) And made sure everyone has at least one such item?
20. Have you had a discussion in the last six months about what it would take to get recognition in a local/national poll of "best places to work"?

Continued



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Testimonials

"It was a pleasure listening to you and meeting you at the, New Delhi University 2008. Thank you for coming to the University and helping make it a success."

Regards,
Shamit Khemka

"Just dropping you a line to say that I have completed your book and it was a great read."

Cheers,
Nathan Hocking
Prontoresearch

October 2009: To be successful, Have you? Continued...

21. Have you in the last month *taught* a frontline training course?
22. Have you in the last week discussed the idea of *Excellence*? (What it means, how to get there.)
23. Have you in the last week discussed the idea of *Wow*? (What it means, how to inject it into an ongoing "routine" project.)
24. Have you in the last month had one of your staff attend a meeting you were supposed to go to that gives the person exposure to senior customers?
25. Have you in the last 60 days sat with a trusted friend or "coach" to discuss your "management style"—and its long- and short-term impact on the company?
26. Have you in the last three days considered a professional relationship that was a little rocky and made a call to the person involved to discuss issues and smooth the waters? (Taking the "blame," fully deserved or not, for letting the thing/issue fester.)
27. Have you ... in the last day ... looked around you to assess whether the diversity products you sell accurately maps the diversity of the market being served?
28. Have you in the last year had a full-day off-site to talk about individual (and group) aspirations?

If you can action these 28 points you are heading in the right direction to have a successful career.



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Testimonials

Hi Brian,

I just wanted to say "thank you" for the great workshop this morning. I really enjoyed it and it certainly gave me some food for thought! I had to leave by 12 so I was not able to fill in an evaluation from so I wanted to make sure that I let you know that everything was excellent, the information was great and it was a shame that we only had the morning. I think that we could have easily spent the whole day on the topic!

Thanks again,
Kay Ross
Reach for the Stars