

# MOVING UP



**PARTICIPANT BOOK**



## ■ Section 1:

# INTRODUCTION



Congratulations. You've been chosen to participate in **MOVING UP**, a program designed by the Service Quality Institute. Your organization values you and considers your personal growth a critical factor in your performance. Your participation in this seminar demonstrates your organization's commitment to this development and your future.

**MOVING UP** is about helping people actively seek out opportunities, recognize them when they arise, and then take advantage of them to best improve your position, your skills, or your future prospects. Every institution or organization has indispensable employees who make a difference every day.

Indispensable employees don't wait for instructions or directives, they figure out what needs to be done and they take action. They can create order out of chaos, they can generate ideas, they can innovate on the fly, and they can connect the dots. They create value for their organization. The indispensable employee is a person who's worth finding and keeping. You have it in you to be this type of employee whether you're utilizing those skills at the moment or not. **MOVING UP** seeks to bring that out of you -- to bring those talents to create, invent, and make things happen to the forefront of your personality.

## MOVING UP Program Objectives:

- Define the concepts and framework of MOVING UP
- Perform a thorough and actionable self-assessment
- Create long-term and short-term goals
- Identify self-imposed limitations
- Discuss the importance of being proactive
- Identify resources for personal and professional development
- Examine the significance of your mentors, friends and family to your success
- Teach you how to use visualizations and affirmations
- Discuss knowledge and continued learning

**MOVING UP** encourages you to be proactive in your daily lives and work to overcome your self-limitations. Even the most confident person will experience fear and apprehension. It's a little voice inside our heads that holds us back, sometimes expressing itself through anger and fear. The voice of apprehension resists growth – it wants us to be average and safe.

**MOVING UP** isn't about playing it safe. It's about taking chances, to strike out on your own path, to unlock the creativity and exceptionalism inside you. **MOVING UP** will help you focus on yourself, on dreaming big, on believing in yourself and your abilities, on setting goals, and on making decisions that will drive your happiness. **MOVING UP** is about a choice and it's about your life. This choice doesn't require you to quit your job, though it challenges you to rethink how you work. It's about leading and making a difference. It's about succeeding.

**MOVING UP** will clearly instruct you to use visualizations and affirmations. You first need to see and imagine yourself making that big decision or accomplishing your goals before you can take that next step and move up. You need to become an enthusiastic team player and set up a series of well-defined objectives and standards that will take you down the path of achieving success.

**MOVING UP** means developing your skills yourself by using your time and determination. Think about it. Every day, employers, customers, and investors make difficult business decisions about staff – sometimes as crucial as who to

eliminate or reward. Someone at your organization or in your section or in your group is going to get promoted. They will get that raise that will make all the difference for them and their family. Someone is going to move up. It might as well be you. The real professionals, the truly indispensable employees get promoted before everyone else.

Each of us contains the brilliance, the excellence necessary to shine. We can make valuable contributions and be creative. The art is in how we achieve the status of being valued in our organization.



Only you can excel and to succeed, you must be excellent. I'm hoping you'll rise up and choose to make a difference. My goal is to persuade you that an opportunity exists to significantly change your life for the better. And there is no better time than now to step forward.

**MOVING UP** will teach you how to sharpen your skills and increase your personal motivation. When an opportunity presents itself you need to be ready to act. You need to believe that you can overcome any obstacles that get in your way. You need to free yourself of your fear and limitations. **MOVING UP** is an opportunity to actually enjoy what you do, to provide something extraordinary for your colleagues and your customers, and to unlock the hidden genius inside you.

The key to **MOVING UP** is thinking beyond your next paycheck or your next promotion. It's your future and you want to move up.

Imagine a frontline employee in a retail store selling clothes or shoes or electronics. They would obviously like to make more money and would look forward to any increase in pay, but where would they want to be in a year or in five years? How about in ten years? What can that employee do to make themselves indispensable? What does an employee toiling away in a retail position on an hourly wage dream about when they consider their future? What do they really want? **MOVING UP** wants that employee to aspire beyond their current situation.

After completing **MOVINGUP** you should be comfortable thinking big and working diligently to achieve your goals and make your dreams come true.

Employers value staff that they consider to be indispensable. What makes people so valuable that they cannot be replaced? Some qualities are truly indispensable: original thinkers, provocateurs, and people who care. Employers also cherish marketers who can lead, salespeople who will strive to make a human connection with others, and passionate change makers who will risk being shunned if they feel strongly about their position or their work.

Every organization needs people who bring their best, and strive to be difference makers in the work they do. Some organizations may not realize it yet, or haven't articulated it, but what we really need are innovative thinkers and artists.

Think about the dreams you have for your career, your life, and your family. Think about what it would mean to attain those ultimate rewards. What does it take to turn those dreams into a reality?

- Be extraordinary
- Be generous
- Be creative
- Trust your judgment
- Bring people and ideas together

**MOVINGUP** attempts to not only help you get promoted and increase your earning power, but to enlarge your overall outlook on life. It aims to set you free to strive for the type of success and happiness that lasts a lifetime.

Over the next two sessions we will talk about how the principles of **MOVING UP** will improve your job, increase your chance for promotion, and escalate your earning potential. You'll also learn how to be happier and more confident at the same time. Be prepared to go on a journey of introspection where we will examine your dreams and aspirations then pinpoint the tangible steps you can take that will help bring those dreams to life.

During Session ONE, we will discuss **MOVINGUP** as a personal mindset designed to help you identify your strengths and recognize areas where you need further development. We will begin to build a framework to develop your job skills,

broaden your people skills, improve your feelings of self-worth, increase your chances of getting a raise or promotion, and change your outlook on life.

Your group leader will direct you through each section of the program and lead discussions, role-play exercises, and activities. Your participation in these events is essential to cultivate your understanding of the concepts of **MOVINGUP** and how you can apply it on the job and in your everyday life. Completing this program should help you embrace **MOVINGUP** and translate that enthusiasm for the ideas and models into action.

You can start **MOVINGUP** by opening yourself up to success in this workshop. Don't be afraid to ask questions. There are no right or wrong questions or answers. You will watch a series of video presentations and go through several written exercises and assignments. Use your Participant's Book to follow along, make notes, and guide you through the material. Once you complete this program, keep the Participant Book for future reference so you can return to the **MOVINGUP** standards and concepts to reinvigorate your goals or refresh your memory.

## Section 1 Review:

### Points to Remember

- ▶ Every institution or organization has indispensable employees who make a difference everyday
- ▶ Indispensable employees create value for their organization
- ▶ Visualizing success is essential before you can accomplish your goals
- ▶ Developing your skills takes time and determination
- ▶ Be ready to act when an opportunity presents itself
- ▶ You must believe that you can overcome any obstacles that get in your way

# Assignment 1

1. What does **MOVING UP** mean to you?

---

---

---

2. How do you feel about your job? Are you satisfied or dissatisfied? Why?

---

---

---

3. What does “being extraordinary” or “indispensible” mean to you?

---

---

---

4. What is your most extraordinary accomplishment?

---

---

---

5. What barriers stop you from succeeding?

---

---

---

## ■ Section 2:

# YOU'VE GOT TO BELIEVE

**MOVING UP** is about more than making more money or getting a promotion. To truly succeed and accomplish your goals you need to change your outlook on life and reorient your attitude.

Today's workforce is working under an illusion, the belief that we need to fit in, follow exact orders and get paid for the work we're told to do. Well, right now, most employees are putting in a day's work and doing what they're told to do – but no longer getting what they deserve.

You have an opportunity to succeed beyond your wildest dreams. You have the chance to actually enjoy your work, to make a difference in the work you do. And in the end – you really have the opportunity to unlock the genius and skills you possess.

The system you've grown up with is outmoded. You were taught: show up for work, do what you're told, listen to your manager, fit in – and you'll be rewarded. It's no longer that simple. Those that succeed get ahead by doing more and working creatively.

You no longer stand out by doing exactly what someone else tells you to do. In order to survive and ultimately succeed in this new, technologically advanced and innovative economy, you have a choice to make. Stand still by doing exactly what you're told and just enough to get the job done – or be extraordinary by being faster, more remarkable, and more human.





To get there, you first have to believe that it's possible and imagine your success when you take that chance, or go out on that limb, or stick your neck out.

All of the practical steps you can take to move up and improve your situation will mean nothing if you don't believe in yourself and trust in your own ability to succeed. You have to want to make that change and aspire to bigger and better things. It's OK if you want a job where you simply follow directions. You'll probably end up working where the job is all you get to do. If that's your ambition, again you should understand that your boss would expect just that from your performance – nothing more or less.



You probably won't ask to be creative – you'll fit right in and at the end of the day, you'll get paid for the work you do. But will you stand out? Will you be considered extraordinary if your employer looks to single out the most valuable players?

What if you want more? Then you're taking the first step to **MOVING UP**. If you want to do more than follow directions... if you want a job where you are expected to be creative and take intellectual risks... don't be surprised if you become more valuable to your employer. And this value translates into promotions and better pay.

**MOVING UP** requires a different attitude, a different set of beliefs, and an understanding that there is more inside of you just waiting to burst out that will benefit any organization or customer.



So which path should you follow? The answer is obvious, but it's your choice. If you want to be indispensable, you'll see the benefits. You'll stand out, which will protect you if your organization is looking to single out just those people who are extraordinary. There's no better job security and at the end of the day, there's no better satisfaction than knowing that what you do makes a difference in your organization and with your customers.

In order to truly believe you can be extraordinary you need to take a long, hard look at yourself. Where is the pride in your life and in your work? Do you take yourself seriously? Do you treat yourself with respect? Do you dress and groom yourself for the job you want not the job you have? Do you make decisions with your ultimate goals in mind? What can you point to with pride and say, "I did that"? How do you feel about yourself, your skills, and your career trajectory?

## Assignment 2

1. What do you think others see when they look at you?

---

---

---

2. What are your signature accomplishments?

---

---

---

3. What can you do to increase your own self-confidence?

---

---

---

4. How can believing in yourself help you accomplish your goals?

---

---

---

## Personal Affirmations

Nobody's commanding you to move up. This course is about self-determination. Indispensable employees are made, not born. To prepare yourself for the active pursuit of your goals you must expect to succeed. The belief in yourself and your talent must be so powerful that it takes over your personality and propels you forward like a freight train. You must be able to close your eyes and see yourself with that promotion, with that raise, or hoisting that award. Visualize how your life would change, what you would do with the increased salary, or how you would handle your success.



World-class athletes use positive visualization all the time to prepare themselves for the rigors of first-rate competition. They imagine themselves on the putting green or on the pitch. They think about how the grass smells and how the crowd roars. They mentally put themselves in that position to experience the physical changes it might elicit. How their blood pumps through their arteries. How their vision focuses. How their hands sweat with anticipation. They use it to control their emotions, to create difficult situations in their mind before they ever face them in real life, and construct scenarios where they can overcome obstacles.

They think about how the ball would fly off their foot or roll off their club at certain angles. They feel their cleats finding purchase in the sod. They sense the subtle shifts in the wind changing the flight of the ball just slightly. They see the defenders or divots standing between them and their goal. They read the grain of the grass funneling the ball along a chosen path... all leading, inexorably to the bottom of the cup or the back of the net.

Athletes rely on visualization so when they are presented with complications or barriers they can react just as if they've encountered them before, because they have.



Try to visualize yourself accomplishing your goals or living out your dreams. Imagine you taking your family on a summer vacation in Paris. What would you see there? What would you do? Think about sitting in small café near the Champs-Elysees. What smells do you notice? What sounds do you hear? How would you be feeling? Or think about how exercising and getting in shape can truly benefit your life. Imagine running a marathon. How would it feel to lose that last 10 pounds? Visualization can benefit you in all areas of your life and help you achieve your goals and live your dreams.

In addition to visualizations you can begin building your own self-confidence with positive, personal affirmations.

**af·fir·ma·tion** [*af-er-mey-shuhn*] n., the assertion that something exists or is true; a statement or proposition that is declared to be true

A personal affirmation is the act of asserting that a statement you make about yourself is absolutely true. It is a positive declaration that describes what you want to be, what you want to have, what you want to do, or how you want to live your life. Your unconscious mind doesn't know the difference between fact and fiction. It takes whatever you say at face value. If your personal affirmations are productive and healthy your mind will take them as fact and translate that feeling of self-worth into a reality you can build upon.

**Consider some of the following positive affirmations:**

- I like who I am
- I'm glad I am the person I am
- I am a quality employee
- I work hard every day in everything that I do
- I'm the best candidate for the job
- I'm going to be the best me that I can be
- Today is a good day.
- I will do my best to be the best
- I will do whatever it takes
- I will impress 20 customers with my skills and attitude
- I'm in control of my life
- Nothing can stand between my goals and me.
- I will succeed
- I've made a decision to get a raise and improve my life. I will make an extra \$150 dollars a month and I will invest in my own success
- I am an indispensable employee
- I can do it

The keys to effective personal affirmations are belief and repetition. You need to believe what you say is true and that it will happen. You need to reaffirm those beliefs over and over again until your unconscious mind takes them as facts. Recite your personal affirmations openly and often. Write them down and post them somewhere obvious, like the bathroom mirror or your computer display. Whenever you notice them recite a few of them back to yourself. You can also get a stack of notecards and write one affirmation on each card and then look at them daily. Don't stop at the list above, whenever you think of another personal affirmation that can help you achieve your goals add it to the list, or add more lists if you run out of room. You can never have too many personal affirmations to help motivate you and drive you to accomplish your dreams.

Self-confidence is power. Personal affirmations allow you to build that self-confidence and create a mindset that will set you up for success. Anyone with the determination and the right attitude can succeed if they first believe in themselves. It can be a long and difficult journey to reach your goals, but you won't even get out of the starting gate without first believing that those goals are possible, visualizing yourself accomplishing them, and then knowing that your success is inevitable.

## Section 2 Review:

### Points to Remember

- ✦ Most employees are working hard and doing what they're told, but not getting what they deserve
- ✦ You no longer stand out by doing exactly what someone else tells you to do
- ✦ You must first believe in yourself and trust in your own ability to succeed before you can succeed
- ✦ There is no greater satisfaction than knowing that what you do makes a difference
- ✦ Indispensable employees are made, not born
- ✦ Build your self-confidence with visualization and positive, personal affirmations
- ✦ Productive and healthy affirmations are translated as fact by your unconscious mind
- ✦ The keys to effective personal affirmations are belief and repetition
- ✦ Self-confidence is power