

# THE FACE IN THE MIRROR

Six steps to moving up

When you look in the mirror, what do you see? Is it an individual who radiates confidence and success, or someone who seems unhappy with work and life? If it's the latter, what steps can you take to transform yourself into the former?

Here are some suggestions to help you move in a positive direction and improve your professional and personal life.

- 1. Conduct a self-assessment.** Each one of us is a work in progress. But if we aren't taking the time to critique our behaviors, we may risk becoming complacent. Begin by dissecting your work ethic. What are your strengths and weaknesses? What skills and perspectives are you lacking? Self-analysis can be hard, because we want to defend our self image and make excuses for our actions and inadequacies. Yet an honest self-assessment will help you compare your present self with a potential better self – without feeling overshadowed or intimidated by the successes of others.
- 2. Set goals.** Where would you like to be a year from now? Set goals that are specific, reachable, and tangible and that will move you forward. Make sure each goal is something you can commit to achieve. Make each goal realistic and measurable by assigning yourself a deadline to achieve it. Your goals will serve as a roadmap to get you where you want to be.
- 3. Identify what you must do to achieve your goals.** What skills will you need to acquire to improve yourself and your situation? Don't forget to check your attitude – are you enthusiastic, positive, and helpful? If not, you may need to consider making some adjustments. Nothing good comes to people with a negative attitude. Sharpen your skills and increase your personal motivation. If you want to be successful, continuous learning will be a crucial element to get you there. Take a class online. Read one book on personal development each month. Take advantage

of tuition reimbursement opportunities, and attend seminars and lectures related to your field.

- 4. Invite feedback.** Constructive feedback will help you understand what you're doing and how you're doing it. It's important to build a network of people who are more successful than you are. Ask them for their input, listen to their advice, and implement their suggestions. Take notes and try to line them up to fix the weaknesses you identified in your self-assessment.
- 5. Eliminate self-created limitations.** They are the biggest barriers to your success! If you think you'll fail, you surely will. Self-imposed limitations can cripple you and stop you in your tracks. Fear of failure is a major obstacle to embracing your dreams. Success requires a sense of adventure; unreasonable fears prevent you from taking the necessary steps. Fear steals your power. If you want to grow, you must be willing to take chances.
- 6. Believe in yourself.** You hold the power to succeed. Look back on your past achievements with pride—and look at your future achievements with enthusiasm. Practicing personal affirmations will give you a great boost. Tell yourself that today will be a great day, that you are in control of your life, that you are indispensable and worthy. Tell yourself each day, "I believe in me."

These six steps will help you swim like a champion in the sea of opportunity. They will help you ensure that your dreams become your reality. **RO**

*John Tschohl is the founder and president of Service Quality Institute, a global leader in customer service. He is considered one of the world's foremost authorities on all aspects of customer service, and is the author of several books including Moving Up: A Step-by-Step Guide to Creating Your Success. His monthly strategic newsletter is available online at no cost at [www.customer-service.com](http://www.customer-service.com).*

