

RING IN THE NEW YEAR WITH A NEW YOU

Set goals and do whatever
it takes to achieve them

The new year always brings fresh opportunities – but there’s one opportunity that never changes: to become the best, most productive, most respected, most admired employee (or boss) in our company.

In either case, the first step is to conduct a personal assessment of your skills and attitudes, and identify the areas where you need to improve. To do this effectively, it’s imperative to be honest.

IF YOU’RE AN EMPLOYEE, HERE ARE SOME QUESTIONS YOU SHOULD ASK YOURSELF:

- **Do I wait for directions or instructions?** Or do I figure out what needs to be done – and do it? If you don’t act with energy and initiative, you run the risk of becoming complacent, and losing valuable chances to be recognized and rewarded.
- **Do I think outside the box?** Throw your creative ideas in the hat, and watch what happens – others will respect you for proposing new ways to address issues and move things along. Identify what you would change – and change it. Creativity fuels innovation and success.
- **Am I afraid to take chances: afraid to fail?** If you answered “yes,” take heart – there’s a simple solution. Identify and analyze your fears, dissect them, and develop a plan to overcome them. Step outside your comfort zone, if need be.
- **Do I believe in myself?** It’s critical to believe that you can do whatever you set your mind to. Energize yourself, and develop a self-improvement plan that includes your skills, attitudes, and plans. Use positive self-affirmations daily. If you don’t believe in yourself, you can’t expect others to.
- **Do I ask for feedback?** Feedback from others will help you understand how you’re performing – it will also help you develop your plan to move forward. Be open and receptive to honest feedback – don’t take it personally, and don’t get defensive.

IF YOU’RE A BOSS, ASK YOURSELF THESE QUESTIONS:

- **Do I acknowledge my employees’ work and recognize their achievements?** When you make this a habit, you’ll motivate your employees to do more, and do better.
- **Do I praise, reward, and value my employees?** When the employees feel valued, secure, and supported, they’ll make empowered decisions and be willing to take risks. In doing so, they will drive your business to greater heights.
- **Do I make time to communicate honestly and openly?** Let your employees know what you expect of them, and ask how you can help them accomplish their goals. Ask for their feedback – employees on the front lines may see hidden barriers to providing exceptional service to your customers.
- **Do I give my employees the tools to do their jobs?** Help your employees refine and expand their skills by providing consistent, ongoing training. By doing this, you’ll boost their self-esteem and their confidence to exceed your expectations.
- **Do I deliver on my promises?** This is critical. If you say you’re going to do something, do it. Keeping your promises builds trust and increases your employees’ loyalty to you and your company.

Whether you’re an employee or a boss, set goals for the new year that will move you toward becoming a “new you.” Seize each day with energy, self-confidence, and determination.

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