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## Know How To Rock The Boat

by John Tschohl, Founder and President, Service Quality Institute, Minneapolis, MN - December 07, 2015

### Know How to Rock the Boat by John Tschohl

My definition of “Rocking the Boat” is to do things differently to the point of causing society to take note of a change in direction. It’s believing in yourself and jumping into the sea of opportunity.

In my book, “Moving Up” I said, “I’m tired of watching life pass by the millions of talented employees and future business owners who—for whatever reason—don’t connect their passion with their success. Life happens to all of us and it can be overwhelming and depressing and make our dreams and aspirations seem small...don’t you believe it for a second.”

**Believe in yourself.** Believing in yourself is all about being sure that you are going to do whatever you want even if others stand against you. Usually, when you decide to take a big challenge or to do something that people failed to do, you will find that everyone will not support your vision. But, don’t take it personal. You waste energy when you focus on what others think about you.

**“Everything is going fine here. Don’t rock the boat?”** How often has this been said? I literally feel like pulling my hair out when I hear someone say, “But it’s always been done that way.” So what? For years we rode in carriages pulled by horses until Karl Benz from Germany invented the automobile. And we beat our clothes on a rock before Alva Fisher invented the washing machine in 1908. If you try to do or say something that causes problems, especially if you try to change a situation which most people do not want to change you are considered a “boat rocker”.

Mark Twin said... *“Twenty years from now you will be more disappointed by the things you didn’t do than by the ones you did.”*

**Be bold and self-confident.** I believe your greatest opportunity for achieving your professional or personal goals is to be bold and self-confident. Go ahead and compete for a position above your level. (That’s rocking the boat). You must work harder than anyone else, you must set yourself apart, and you must be connected and engaged.

When you empower yourself to work toward your goals, be proactive and overcome your self-imposed limitations, you can begin to develop yourself both personally and professionally.

**If we fail to learn we fail to grow.** Since 1979, I have spent much time and money learning about customer service, the customer experience and everything related to customer service. The result has led me to position myself as the leading service strategist and expert in the world. I believe that learning is the fundamental activity in a successful and purposeful life. Life gives us endless opportunities to learn, and the more difficult the situation, the more we are likely to learn and take that inevitable leap to be able to “rock the boat” with confidence which is our investment in our success.

**Gravitate toward successful people.** To achieve your goals you need to gravitate toward successful people with a positive attitude. When the mentors, co-workers, and friends you associate with have a positive attitude, it rubs off on you. It makes you want to work harder, to become as successful as they are. You begin to look at the bright side of every situation and try to find ways (rock the boat) to solve problems and improve outcomes.

**Adding value to other people’s lives.** T. Harv Eker author of Quotes from Secrets of the Millionaire Mind, said it best:

*“Your life is not just about you. It’s also about contributing to others. It’s about living true to your mission and reason for being here on this earth at this time. It’s about adding your piece of the puzzle to the world.”*

*If you want to be rich in the truest sense of the word, it can't only be about you. It has to include adding value to other people's lives."*

The only thing keeping you from being exceptional is your own determination. Others may tell you that you can't possibly do it. You may even hear yourself say that you don't deserve it. When that happens, stand up and start rocking the boat and watch things begin to happen.

*John Tschohl is an international service strategist and speaker. He is founder and president of the Service Quality Institute in Minneapolis, Minnesota. Described by Time and Entrepreneur magazines as a customer service guru, he has written several books on customer service including Moving Up. The Service Quality Institute (<http://www.customer-service.com>) has developed more than 26 customer service training programs that have been distributed and presented throughout the world. John's monthly strategic newsletter is available online at no charge. He can also be reached on Facebook, LinkedIn and Twitter.*

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