

- Self analysis:**
- A. True or false:**
1. I work to my full potential every day. T F
  2. I spend a minimum of 90% of my work day on work-related issues. T F (Not including lunch and breaks)
  3. I spend less than 10% of my day on gabbing and hanging out with co-workers talking about non-related work issues. T F
  4. I am dedicated to working at my best every day. T F
  5. I could work harder if I wanted to. T F
  6. I work only hard enough to keep my job. T F

**Research shows...**

- % of workers say they could perform better if they wanted to
- % of workers said they put forth only enough effort to hang onto their jobs.

- Abdicating the power to perform includes these behaviors:**
- An attitude of helplessness (victimization)
  - Denying responsibility (“It’s not my job!”),
  - Blaming others for predicaments,
  - Citing confusion as a reason for inaction & either asking others to tell them what to do or claim that they can’t do it,
  - Covering one’s *tail*
  - Just waiting to see if the situation will miraculously resolve itself.
  - Feeling “held captive” by circumstances
  - Having discussions of problems focusing more on what one cannot do, rather than what one can do
  - Repeatedly finding oneself in a defensive posture
  - Frequently wasting time and energy “boss or colleague bashing”
  - Repeatedly telling the same old story about being taken advantage of
  - Viewing the world with a pessimistic attitude

Championship performance includes these behaviors:

- a sense of reality with a positive attitude
- ownership of my contributions and mistakes- ("I did it.")
- commitment to the job
- finding solutions to problems
- determined action (accountability)

**Exercise:**

Rate yourself as to the following statements using

1= never; 3 = sometimes; 5 = always

"I invite candid feedback from everyone about my own performance." \_\_\_\_\_

"I readily acknowledge reality, including all its problems and challenges." \_\_\_\_\_

"I appropriately confront the things or people that need confronting." \_\_\_\_\_

"I don't waste time or energy on things I cannot control or influence." \_\_\_\_\_

"I 'own' my circumstances and my results, even when they seem less than desirable." \_\_\_\_\_

"I acknowledge when I don't perform well and do not react defensively when others point that fact out to me." \_\_\_\_\_

"I constantly ask myself the question, 'What else can I do to rise above my circumstances to get the results I want?'" \_\_\_\_\_

My score: \_\_\_\_\_ (add up all of your numbers above)

- A score of 7 to 13 = solidly "not performing at my best"
- A score of 14 to 19 = "sometimes performs well, other times not"
- A score of 20 to 28 = "most of the time performs well"
- A score of 29 to 35 = "championship performance"

**Steps to Championship Performance**

**Step 1. You \_\_\_\_\_ to participate fully --- or not.**

**A. People \_\_\_\_\_ what they will do and how they will act.**

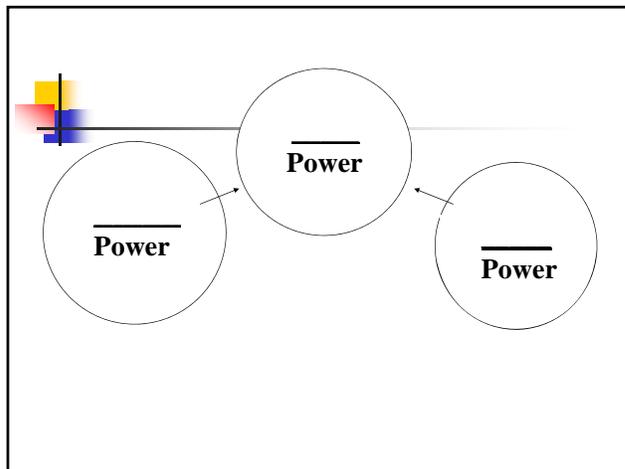
*"The revolution begins in your own heart. What others do will affect you, but it need not be anything greater than an occasional distraction."*

Peter Block

**Step 1...**

**B. At the center of your professional self are your**

- Own personal \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- lies at the very core of our personal \_\_\_\_\_
- paints the \_\_\_\_\_ for our day-to-day experiences



**Personal Power –**

■ The ability to \_\_\_\_\_

Three steps to building personal power:

- Stay \_\_\_\_\_
- Be \_\_\_\_\_
- Overcome \_\_\_\_\_

\_\_\_\_\_ contributes to our outlook for our day-to-day experiences.

1. Attitude positions our mind for the \_\_\_\_\_ it will go.
2. Attitude creates our emotional \_\_\_\_\_ around us
3. Attitude is a \_\_\_\_\_.

• **Step 2.**

- **Embrace the full \_\_\_\_\_ of your work and execute what is \_\_\_\_\_**
- **To do this depends on the degree of one's \_\_\_\_\_.**
- **Employees either quit and \_\_\_\_\_ or quit and \_\_\_\_\_.**

**'On the job retirement'**

- **When they quit and stay the result is often *deadly* \_\_\_\_\_**

**You'll recognize it through:**

- **Dead facial expressions**
- **No voice energy; everything is monotone**
- **Chronic cynicism - (outright anger takes too much energy)**
- **Comments like: "I do good work. I work hard and make a good product - I just hate doing - whatever - and I'm not going to do it."**

**Disengaged** employees infect others by

- **Constantly telling the *horrible* tales from the past**
- **Second-guessing every management decision**
- **Approaching everything with cynicism**
- **Always focusing on the negative**
- **Believing any *new* idea is a *bad* idea.**

**Step 3.**

- **Be willing to move from a coworker to a \_\_\_\_\_**

"Collaboration may be the most important concept in business today."  
Shuman, Twombly and Rottenberg

- **Coworker - to work or labor together in \_\_\_\_\_ of one another**
- **Collaborator - to act \_\_\_\_\_**

**The lack of collaboration at all levels results in...**

- **poor external service**
- **low morale**
- **low productivity**
- **high turnover**
- **high absenteeism**
- **dispirited human beings**
- **us against them**
- **fiefdoms**
- **the blame game**
- **it's her/his job, not mine**

**The barrier to collaboration is often**

- **a lack of \_\_\_\_\_**

**To perform well together, we ask:**

- **Can I \_\_\_\_\_ you?**
- **Are you \_\_\_\_\_ to doing your best?**
- **Do you \_\_\_\_\_ about my well being and me?**

**A. These questions are answered by our \_\_\_\_\_ and \_\_\_\_\_.**  
•exhibit trustworthiness  
 •show our commitment to always performing at our best  
 •let other people *know* we care about them and their well being

**B. Trustworthiness is about being a person \_\_\_\_\_**  
 •*My word is my promise. It's gold. No doubts. No let downs.*

**C. The \_\_\_\_\_ of trust...**

- breeds indifference
- destroys the spirit
- negatively affects other workers
- leads to bad service

**Building Trust**

**A. To earn trust, you must...**

1. **Solve the \_\_\_\_\_ of the person you serve, not your own.**
2. **Respond to phone calls and other issues within the \_\_\_\_\_ to which you committed.**
3. **Live up to your organization's \_\_\_\_\_.**
4. **Be \_\_\_\_\_.**
5. **\_\_\_\_\_ openly with one another at all levels and under all circumstances.**
6. **Provide accurate, open \_\_\_\_\_.**

**Communication**

**A. According to Performance Research Associates,**

- \_\_\_\_\_% of all managers
- \_\_\_\_\_% of front-line staff
- believe that \_\_\_\_\_ is the *number one* problem in work relationships.

**Communication**

**B. Without understanding, communication is \_\_\_\_\_**

- **and trust is \_\_\_\_\_**  
 Do you always get information to people when they ask for it?  
 Do you always complete projects when you say you will?  
 Do you always do what you say you will do?  
 Do you always keep confidences when asked to?  
 Are you a person who always keeps your word?

### Step 4

■ Be willing to go beyond the \_\_\_\_\_.

A. Our relationships \_\_\_\_\_ when we get what we *expect*

but they \_\_\_\_\_ when we get the *unexpected*.

B. One of the most profound areas where we can exceed expectations is in the area of \_\_\_\_\_.

### Step #5 is to...

■ Effectively deal with \_\_\_\_\_ when they arise.

A. When you fail to meet \_\_\_\_\_ *conflicts* arise.

B. When someone complains they're really giving you a \_\_\_\_\_.

C. To manage a complaint...

- 1.) Be \_\_\_\_\_
- 2.) \_\_\_\_\_ their opinion or feedback
- 3.) Tell the person \_\_\_\_\_ what you are going to do
- 4.) Thank them for their \_\_\_\_\_

### Step 6

■ Manage \_\_\_\_\_ *appropriately*

A. Your energy needs to be viewed as a \_\_\_\_\_ that must be *sustained and nurtured* over time.

B. If stress isn't managed, it will lead to \_\_\_\_\_.  
There are 100 million workers in the United States.

Each day, 1 million workers call in sick.

Of those 1 million, 1% is actually ill

99% are bummed out, burned out, ticked off and depressed

C. The *significant factor* in dealing with stress is not what \_\_\_\_\_ but how one deals with it.

A champion's spirit is \_\_\_\_\_

Their sense of self is durable and, in the end, they know the value of their own soul.

