

Creating a Winning Work Culture

31 Ways to be Exceptional

1 Create a great first impression.

First impressions are powerful, make sure they are positive.

2 It's always showtime.

You are always on stage. The microphone and the spotlight are on.

3 Speak in the positive.

Emphasize what you can do, not what you can't do.

4 Do something exceptional.

Provide extraordinary, personalized service to every customer.

5 Demonstrate enthusiasm.

Be cheerful, upbeat and positive.

6 Maintain a professional appearance.

Your appearance either builds or diminishes your brand.

7 If a problem is brought to you, own it.

Either give help or get help.

8 Speak well of your co-workers and organization.

Put your company and co-workers in a positive light.

9 Suggest ways to improve.

Be solution, not problem-oriented.

10 Welcome new employees.

Everyone's first day is uncomfortable, make them feel they belong.

11 Share your knowledge.

Invest in the growth of others.

12 Acknowledge customers within 10 feet of you.

Help create a positive vibe.

13 Don't point the way, show the way.

Escort customers to their destination.

14 When speaking to customers, always make eye contact.

Always give others your focused attention.

15 Be knowledgeable about the organization.

Keep up with the services, programs and events within the organization.

16 Celebrate the success of others.

Cheer the accomplishments and achievements of others.

17 Keep commitments.

Follow through on promises, get back to others.

18 Find a way, not an excuse.

Overcoming obstacles and make it happen.

19 Do what is best for the customer.

Think long-term, not how to make a quick buck.

20 Relationship before task.

Make a personal connection.

21 Support and encourage your co-workers.

Eliminate internal competition. The competition should be outside the organization, not inside.

22 Have fun.

Lighten up and be cheerful.

23 Elevate your language.

Avoid the phrase "no problem." Use 'my pleasure,' 'I would be happy to,' and 'you are very welcome.'

24 Embrace change.

Organizations have to change in order to thrive. Do your part to help.

25 Give others the benefit of the doubt.

Assume the best and exercise grace with others.

26 Anticipate needs.

Take initiative and ownership.

27 Cleanliness is everybody's business.

Pick up, clean up, and straighten up, even if you are not housekeeping.

28 Act with excellence.

Make average and mediocre unacceptable. Aim for world-class.

29 Practice a no-blame apology.

When things go wrong, don't point fingers, resolve the issue.

30 Focus on getting it right, not being right.

Leave your ego outside and do what is best for the organization.

31 Be a great listener.

Ask questions. Be interested in others.