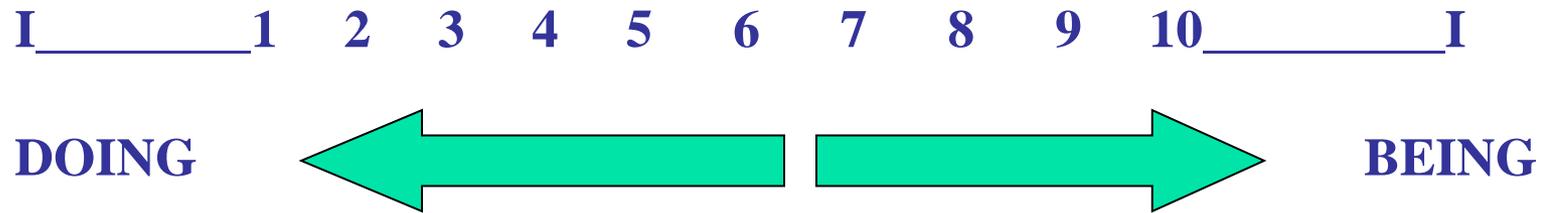
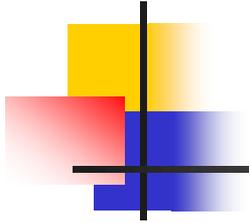


Presents



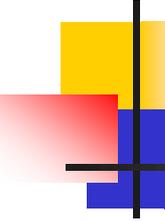
Championship Performance

Petra Marquart
Petra Marquart and Associates



“Confident people have a philosophy about why they were created. They have a sense of purpose, a belief that they are important, that their lives matter.”

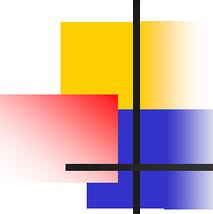
David McNally



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

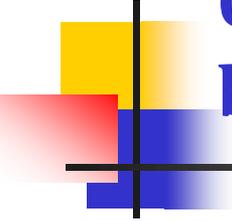


Research shows...

- 84% of workers say they could perform better if they wanted to
- 50% of workers said they put forth only enough effort to hang onto their jobs.

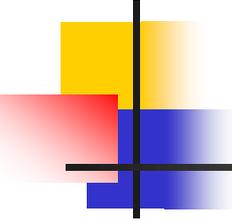
Abdicating the power to perform includes these behaviors:

- 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.” _____

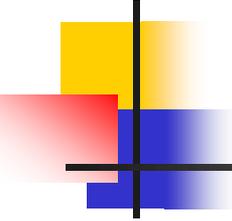
“I appropriately confront the things or people that need confronting.” _____

“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.” _____

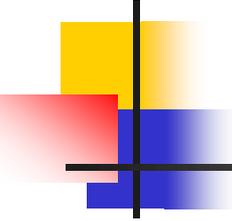
“I acknowledge when I don’t perform well and do not react defensively when others point that fact out to me.” _____

“I constantly ask myself the question, ‘What else can I do to rise above my circumstances and 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 = **“strive to be at my best all the time”**



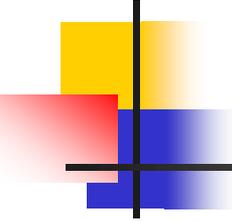
Championship Performance

Step 1. You **choose** to participate fully --- or not.

A. People **decide** *what they will do and how they will act.*

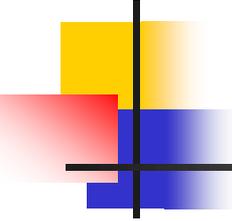
“The revolution begins in your own heart. What others do will affect you, but it need not be anything greater than an occasional distraction.”

Peter Block



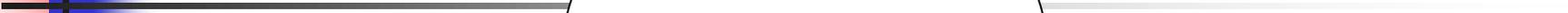
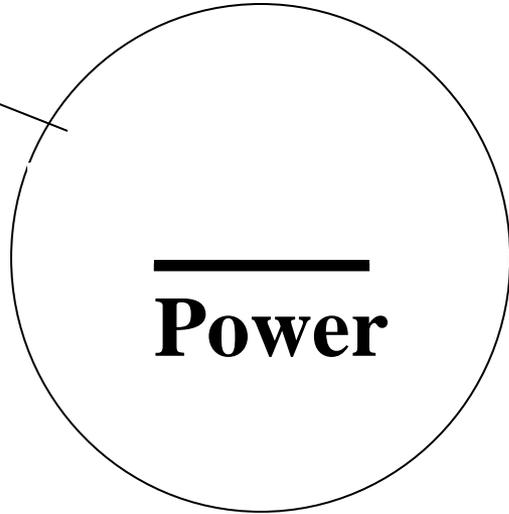
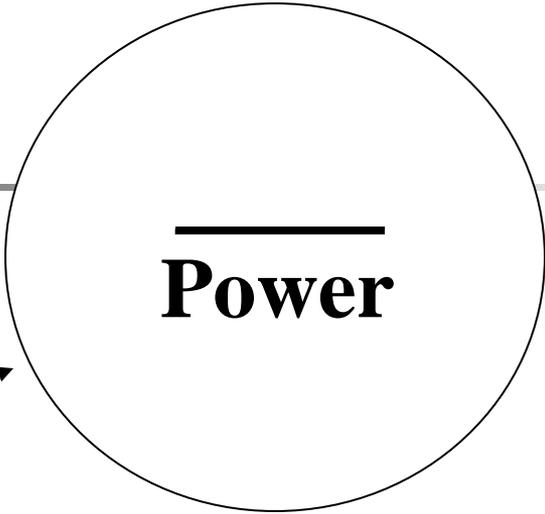
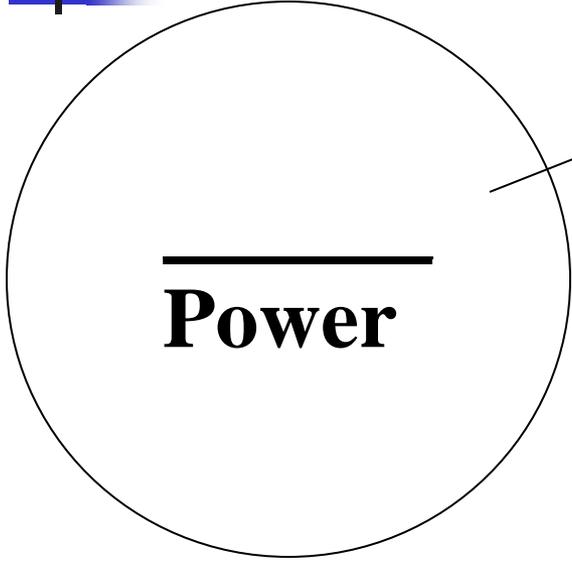
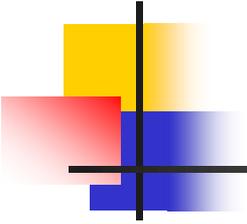
Step 1...

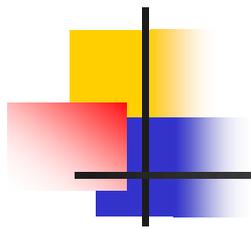
- B. At the *center* of your professional self are your
- Own personal values
- Principles
- Sense of self



Self Esteem...

- lies at the very core of our personal power
- paints the outlook for our day-to-day experiences



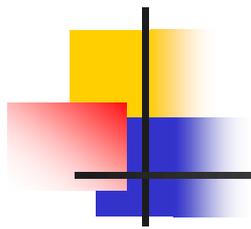


Position
Power

Power

Power

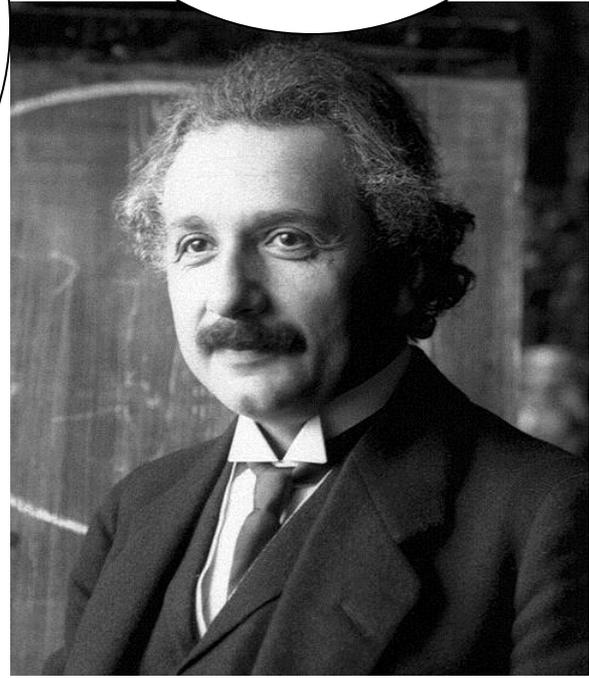


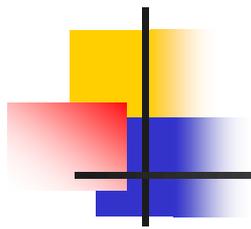


Position
Power

Power

Knowledge
Power





**Position
Power**

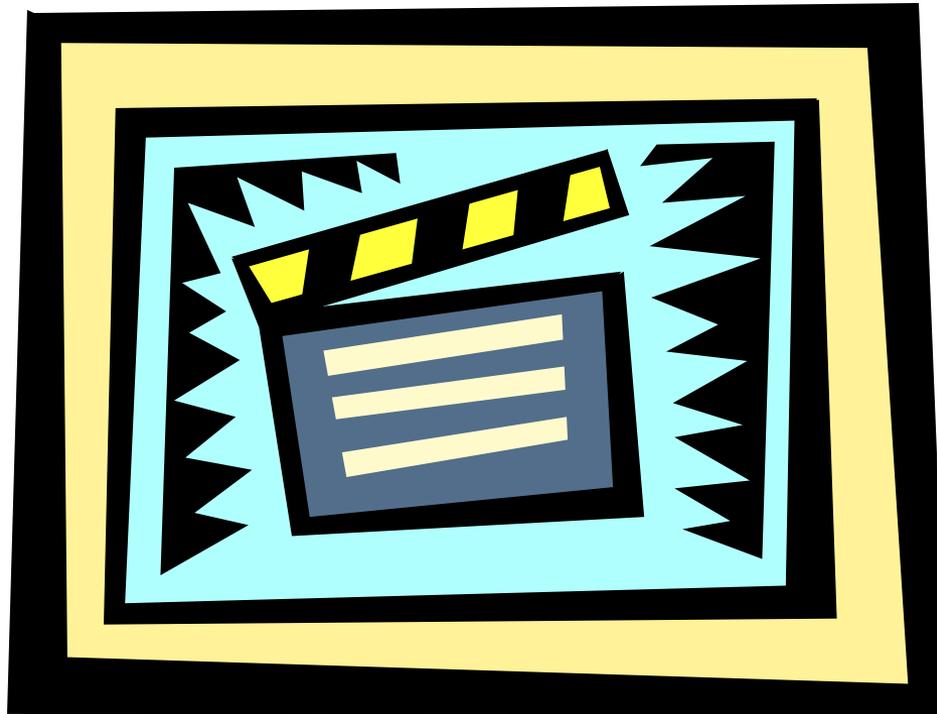
**Personal
Power**

**Knowledge
Power**



Personal Power –

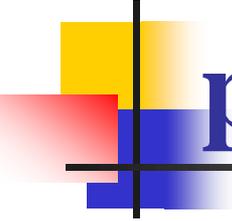
- The ability to act



Positive self talk

- 75% of our natural thoughts are negative.



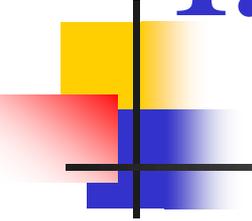


Three steps to building personal power:

- Stay educated
- Be energized
- Overcome fear

Attitude *contributes* to our outlook for our day-to-day experiences.

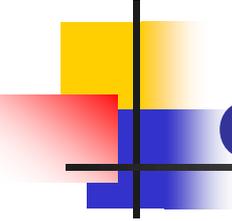




1. Attitude positions our mind for the direction it will go.

2. Attitude creates our emotional climate around us

3. Attitude is a choice.

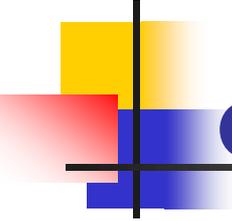


What behaviors are evidence of that attitude? (good)

- _____

- _____

- _____

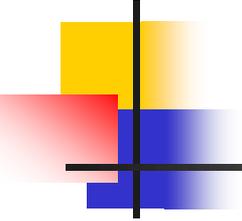


What behaviors are evidence of that attitude? (bad)

- _____

- _____

- _____

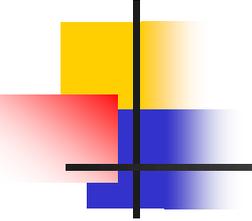


What is your basic attitude toward work?







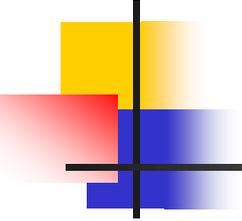


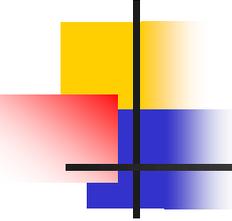
How does your attitude affect your day-to-day performance?







- 
-
- **Step 2. Embrace the full scope of your work and execute what is expected**

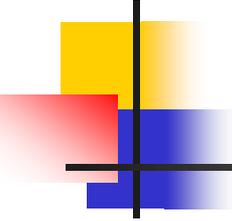


Step 2...

- To do this depends on the degree of one's emotional maturity.
- Employees either quit and leave or quit and stay.

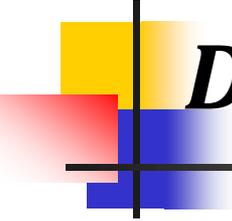
'On the job retirement'

- When they quit and stay the result is *deadly* indifference



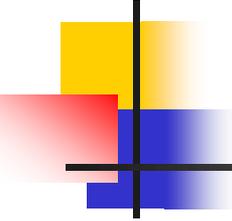
You'll recognize it through:

- **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.**

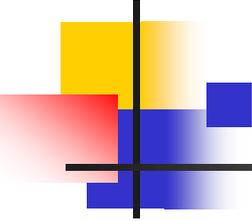


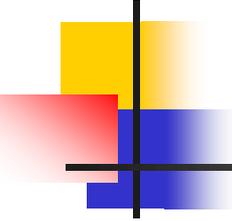
Step 3.

- Be willing to move from a coworker to a collaborator

“Collaboration may be the most important concept in business today.”

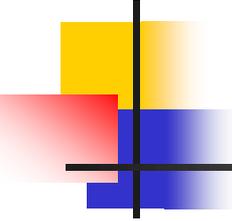
Shuman, Twombly and Rottenberg

- 
- **Coworker – to work or labor together in proximity of one another**
 - **Collaborator – *to act jointly***



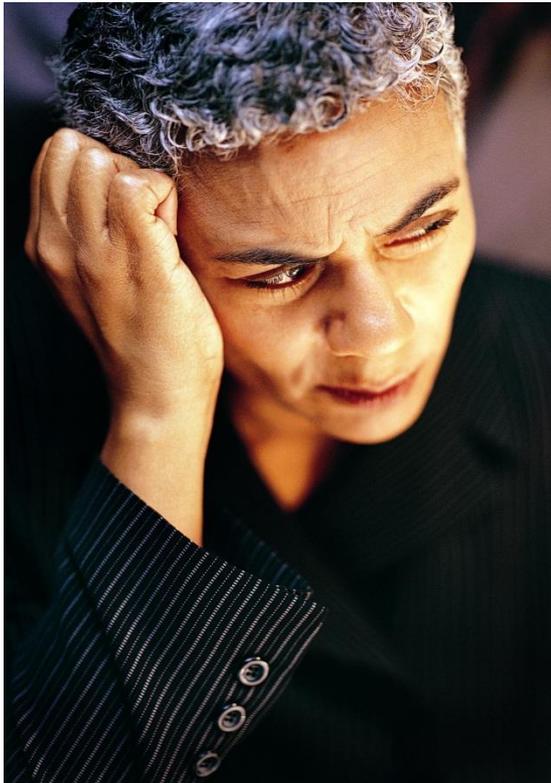
The lack of collaboration at all levels of the organization results in...

- **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

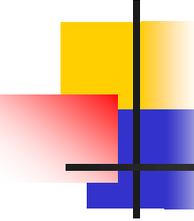
- a lack of **trust**



Performing well together...

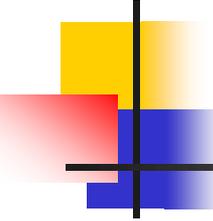
- Can I trust you?





Performing well together...

- Are you **committed** to doing your best?
- Do you ***care** about my well being and me?



A. These questions are
answered by our deeds
and actions.



- *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 of your word.

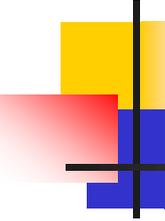


- **My word is my promise. It's gold. No doubts. No let downs.**

Trust

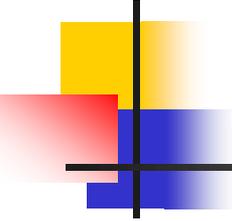
C. Character is built
when you understand
that your very
word is your
promise.





D. The absence of trust within organizations...

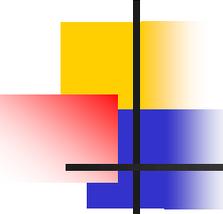
- breeds indifference
- destroys the spirit
- negatively affects other workers
- leads to bad service.



Building Trust

A. To earn trust, you must...

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



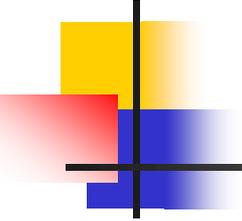
Communication

- A. According to Performance Research Associates,
- 56% of all managers
- 48% of front-line staff
- believe that communication is the *number one* problem in work relationships.

Communication

- B. Without *understanding*, communication is **ineffective**
- and trust is **broken**





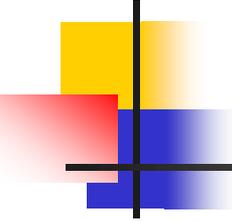
Do you always get information to people when they ask for it?

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?

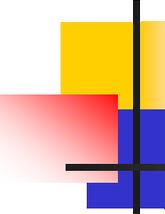
Are you a person who always keeps your word?



Step 4

- Be willing to go beyond the expected.

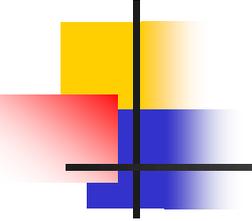




Exceeding Expectations

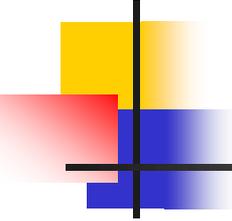
A. Our relationships survive when we get what we *expect*,

but they thrive when we get the *unexpected*.



B. If we get what we expect,

- 1. We are only satisfied**
(It was to be *expected* –
it's was 'okay.')

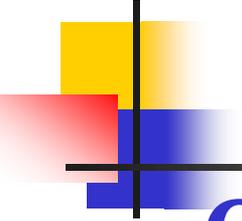


B. If we get what we *expect*,

**2. There's only a 50/50
chance the
relationship
will continue.**

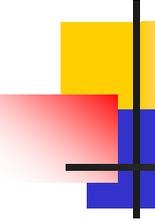
- Yes
- No
- Maybe

(We're only *satisfied*)

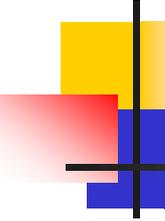


C. One of the most profound areas where we can exceed expectations is in the area of time.





D. A key element in great service is to respond to people in less time than expected *even if you don't have the answer, the part, the goods or information.*

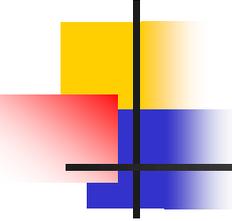


~89% of people who owned cars from a certain manufacturer said they were very satisfied with their automobiles.

~More than 67% stated that they intended to purchase another car from that manufacturer.

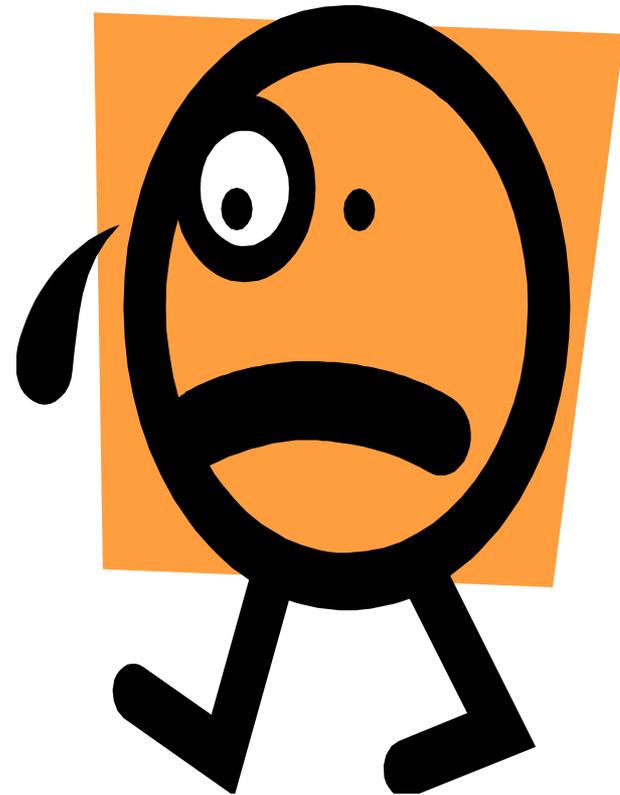
~Fewer than 20% actually purchased another car from that manufacturer.

Satisfaction = Maybe



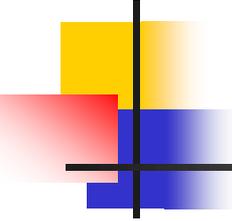
Step #5 is to...

- **Effectively deal with conflicts when they arise.**



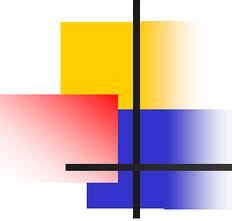
A. When you fail to meet expectations *conflicts* arise.





Listening to Complaints

B. When someone complains they're really giving you a second chance.



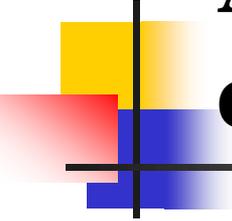
C. To manage a complaint...

- 1.) Be present
- 2.) Value other's opinion or feedback
- 3.) Tell the person exactly what you are going to do
- 4.) Thank them for their honesty

Step 6

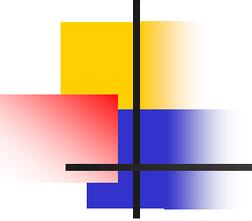
- Embrace the spirit in performance





A. The most powerful work issues, especially in reference to service, are

- 1. Not about tasks but are...**
- 2. about relationships**
- 3. Which are about issues of the spirit**



B. Spiritual means

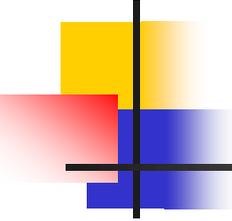
1.) The animating or life-giving principle within a human being.

Spiritual

1.) The animating or life-giving principle within a human being



2.) Our significance in our work.

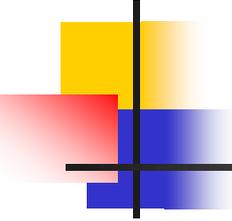


Exercise:

- **An example of a life-giving principle in my life is**

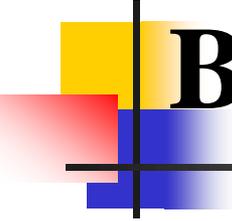
(or)

- **An example of my significant contribution to my work is**



Building Team Spirit

A. Teams that succeed are bound together by that intangible yet powerful connection called **team spirit.**



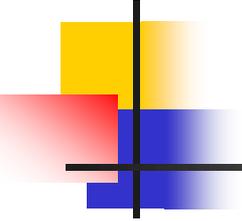
B. Steps to building team spirit

1. Know what each member of the group contributes.
2. Never say to someone, “That’s not my job.”
3. Don’t be afraid to tell a teammate or coworker that they’re doing a good job.
4. Treat teammates with respect and always work to maintain their self esteem.

Step 7

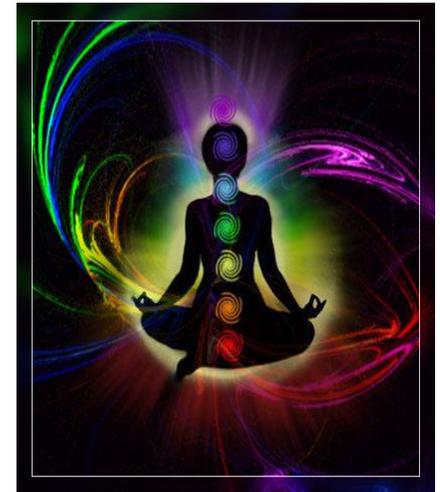
- Manage stress *appropriately*

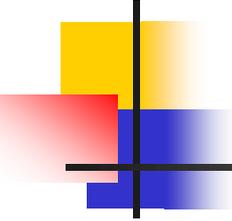




- A. Employees' energy needs to be viewed as a **renewable resource** that must be *sustained and nurtured* over time.

- B. If stress isn't managed, it will lead to **burnout**.





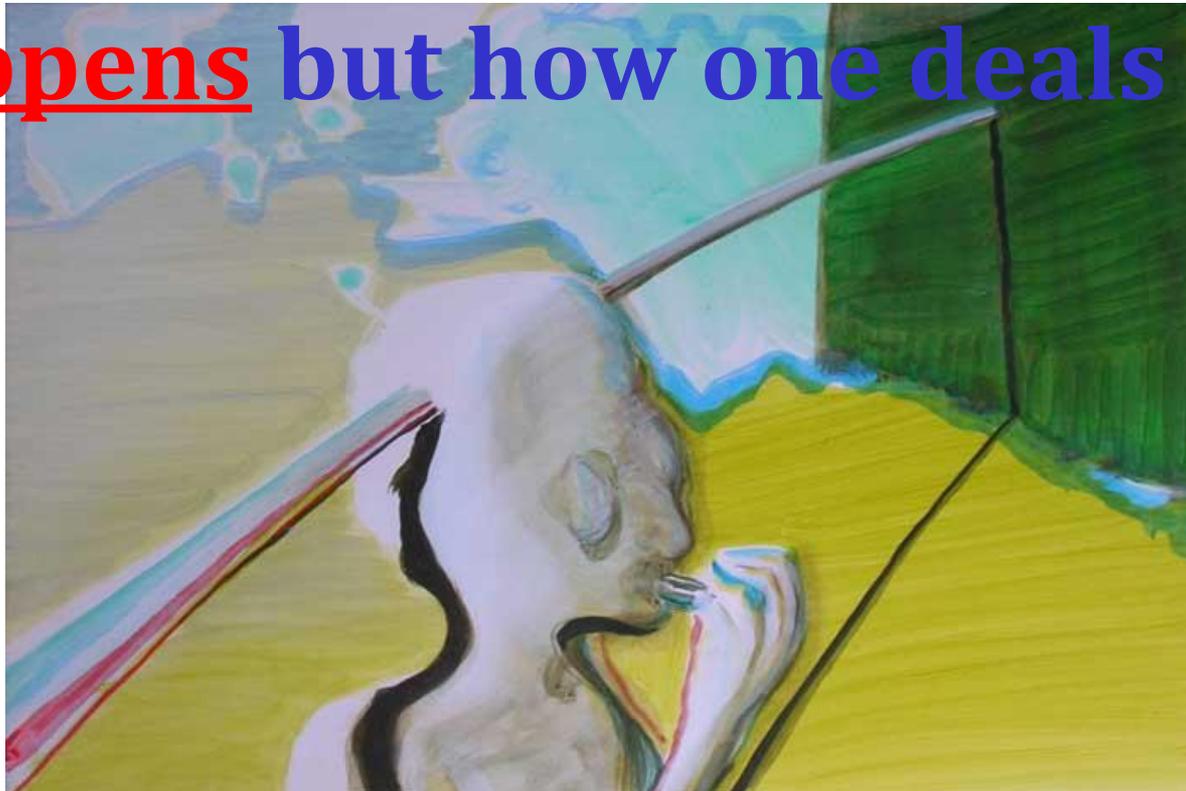
Burnout is costly to productivity.

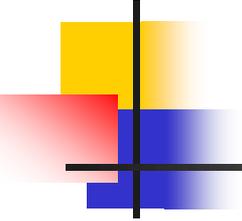
~There are 100 million workers in the United States.

~Each day, 1 million workers call in sick.

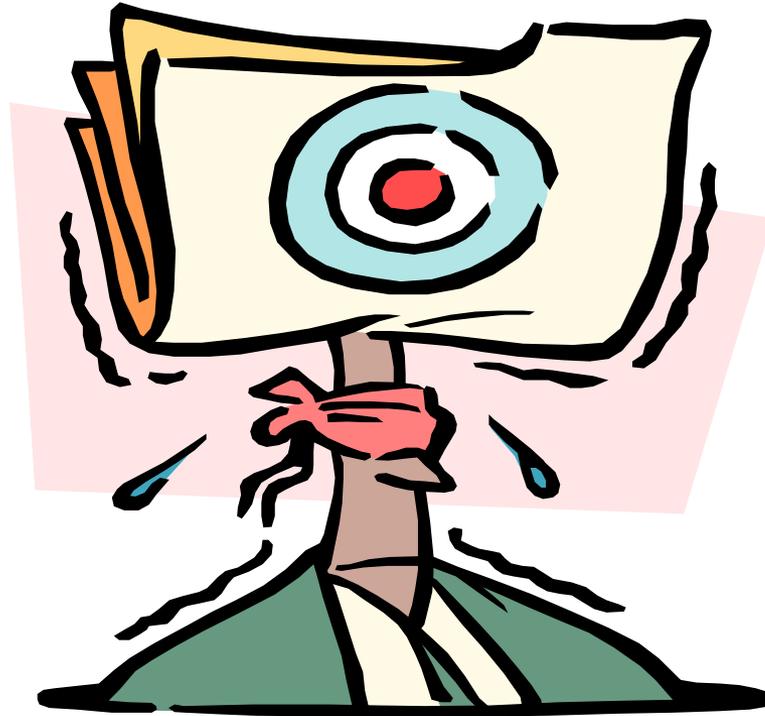
**~Of those 1 million, 1% is actually ill
99% are bummed out, burned out,
ticked off and depressed.**

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

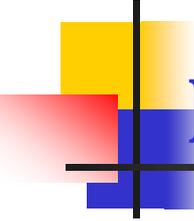




Stress



Lonna Mosow's Stress Relieving Tips



Embrace Championship Performance!

