

BEHAVIORS THAT LEAD TO EXCEPTIONAL PERFORMANCE

*As you strive to achieve your dreams,
these behaviors can lay the foundation for your journey.*

- ▶ **Understand and practice empowerment.** Understand your job, take ownership of it and do whatever is necessary—within legal and ethical parameters—to accomplish it.
- ▶ **Think for yourself.** Challenge tradition, authority and the status quo in a professional and mature manner. Routinely question your own behaviors and actions.
- ▶ **Embrace integrity in all that you do.** Listen to your inner voice and treat it as the wise and trusted friend it is.
- ▶ **Create a to-do list as one of your first actions of the day.** Manage primarily to your top three priorities—they define your value and contributions and, ultimately, your career.
- ▶ **Never avoid necessary confrontation.** Always give problems the sense of urgency and importance they deserve.
- ▶ **Behave as if it is *your* business.** Your domain of responsibility is your business.
- ▶ **Adopt the mantra: “If it is to be, it is up to me.”** Assume that problems do not go away unless you take appropriate action to mitigate them.
- ▶ **Don’t require the personal approval of others to function.** Recognize that you can’t please everyone. Accept that others may have a contrary—but also valid—opinion.
- ▶ **Don’t make it personal or take it personally.** It’s all about what’s best for business.
- ▶ **It’s always about solving the issue at hand.** It’s not about assigning blame or finding fault.
- ▶ **Don’t dwell on yesterday.** Admit mistakes, learn from them, apply those lessons going forward ...and move on.
- ▶ **Exercise tolerance.** Care about mistakes that people make, but care more about the people who made them.
- ▶ **Check your ego at the door.** It’s never about you. It’s about the project, the sponsor, the client, the team, the company and others.
- ▶ **Treat others as you would like to be treated.** You will be remembered and revered for how you made others feel.
- ▶ **Think like a leader.** It’s not about the ability of those around you to lead, it’s about your ability to lead regardless of what is happening around you.
- ▶ **Appreciate all those who have helped you.** Give credit where it’s due. Your success, in part, is made possible because of the shoulders that have supported you along your journey.
- ▶ **Define who you choose to be.** Then muster the courage to walk the thought. You are what you perceive yourself to be; your vision becomes your reality.

“Ideas to help you become more successful.”