

## **NO-NONSENSE BEHAVIORS THAT LEAD TO EXCEPTIONAL PERFORMANCE**

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

- ☑ **Break the rules occasionally.** Workplace rules are made for 95% of employees 95% of the time. (Pat McCarty\*)
- ☑ **Manage daily to your top three priorities.** They define your value, contributions and, ultimately, your career.
- ☑ **Never avoid necessary confrontation.** Always give problems the sense of urgency and importance they deserve.
- ☑ **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.
- ☑ **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.
- ☑ **Routinely practice boldness and courage to be a consistently effective leader.** Your behavior drives your success.
- ☑ **Do not allow what others think about you to be more important than what you think about yourself.** Listen for helpful snippets but remain in control of you.
- ☑ **Inspect what you expect.** Don't trust that things are progressing smoothly or will work out okay on their own. Plan it, measure it and, if necessary, mitigate it.
- ☑ **Embrace integrity in all that you do.** Listen to your inner voice and treat it as the wise and trusted friend it is.
- ☑ **Make careful decisions.** Your success becomes the sum of the decisions you have chosen to make. (Sandra Harrsen\*)
- ☑ **Meet commitments.** Demonstrate that you can be counted on; that you are reliable and deliver results.
- ☑ **Mind your own business first.** Behave as if you own the business and your business is defined by your domain of responsibility.

\*Excerpted from *The Gift of Wisdom: Lessons for a Lifetime* by Neal Whitten

***“Ideas to help you become more successful.”™***

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THAT LEAD TO EXCEPTIONAL PERFORMANCE (con't.)**

- ☑ **Live in your present moments.** Don't dwell on yesterday. Admit mistakes, learn from them, apply those lessons going forward... and move on.
- ☑ **Don't make it personal or take it personally.** It's all about what's best for business.
- ☑ **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.
- ☑ **Treat your customer as if it matters...** as if the future of your company and your employment rests upon your ability to satisfy your customer on the transaction being performed right now.
- ☑ **Be a good actor.** Learn to manage your emotions. Continuously work at being the person you choose to be. Exude self-confidence, maintain a positive attitude, remain composed under pressure.
- ☑ **Be a champion for Life Balance.** Don't put off the important and fun things until later. Later can have a habit of never arriving. (Pat McCarty\*)
- ☑ **Be a role model.** Without fanfare or recognition, behave in a manner that others can emulate.
- ☑ **Treat others as you would like to be treated.** You will be remembered and revered for how you made others feel.
- ☑ **Have fun in your work.** If you are not having fun, you likely are not doing the best you can. (Fernando Arce\*)
- ☑ **Make your boss look good.** Your job is to make your leaders look good—which makes you look good.
- ☑ **Seek out a mentor.** There is no better way to learn a craft than through a mentor.
- ☑ **Never, never, never... never give up.** Perseverance can level the playing field. It's not how smart you are; it's what you do with what you have.
- ☑ **Evaluate yourself daily.** Always ask yourself how you can grow from your daily experiences. (Dr. Yung-Chen Lu\*)
- ☑ **Take responsibility for your performance and career.** Don't abdicate that responsibility to your boss, your company, anyone else or anything else.

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