

***31 Ways to be Exceptional***

***31 Ways to Turbo-Charge  
Your Productivity***

***31 Power Statements for  
Daily Inspiration***

# 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.

# On Purpose

## 31 Ways to Turbo-Charge Your Productivity

### 1 Work with, not against, your energy cycle.

Do your most important work at your peak energy times.

### 2 Don't wait until the last minute.

Hurry is the killer of kindness.

### 3 Answer all emails within 24 hours.

Others shouldn't expect an immediate answer, but they deserve a timely response.

### 4 Triage interruptions.

Measure incoming work against what is most important.

### 5 Have a daily after-action review.

Reflect on what went well and what you could do better.

### 6 Go dark for deep work.

Find a place where you won't be interrupted.

### 7 Work for a defined period of time.

Work expands to the time allotted.

### 8 Break down projects into small tasks.

Everything is doable when you chunk it.

### 9 Work in alignment with your goals.

We work best on mission.

### 10 Plan your day.

Nobody drifted into greatness.

### 11 Use the word 'no.'

Don't let your mouth overload your back.

### 12 Be an email batcher, not a grazer.

Turn off email notifications.

### 13 Write everything down.

The palest ink is stronger than the best memory.

### 14 Unsubscribe.

De-clutter your inbox.

### 15 Limit social media.

Focus on what you can influence.

### 16 Avoid perfectionism.

Excellence will do just fine.

### 17 Plan your day the day before.

In the morning you can hit the ground running.

### 18 Schedule important work.

Make appointments with yourself.

### 19 Be a finisher.

Bring everything to completion.

### 20 Visualize success.

Picture yourself having a strong day.

### 21 Get started despite feelings.

Act your way into feeling. Motion creates emotion.

### 22 Take commitments seriously.

Do what you say you will.

### 23 Be clear on your priorities.

Separate important work from busy work.

### 24 Take care of most emails on the spot.

If it takes less than 2 minutes, just do it.

### 25 Schedule down times.

Create times for recreation.

### 26 Have daily shutdown ritual.

Tie a nice bow to the end of the day.

### 27 Delegate.

Do what you do best.

### 28 Avoid busy work.

It's easy to drift into trivia.

### 29 Get back on track quickly.

Adjust, don't abandon your plan.

### 30 Set limits on your work.

Cut back to be more fruitful and productive.

### 31 Focus on results.

There is a difference between accomplishment and activity.

# Elevate Your Attitude

## 31 Power Statements for Daily Inspiration

- 1 Be proactive.**  
Make things happen.
- 2 Confidence is key to better performance.**  
Visualize success.
- 3 Find joy in the journey.**  
Life is an adventure, enjoy the ride.
- 4 Let the past refine you, not define you.**  
Turn your wounds into wisdom.
- 5 Develop inner strength.**  
Confidence on the outside begins with integrity on the inside.
- 6 Be single-minded.**  
Distraction is the enemy of greatness.
- 7 Get comfortable with the uncomfortable.**  
Safe is a dangerous place to be.
- 8 Fall in love with the process.**  
Life is often won behind the scenes.
- 9 Be a craftsman, not a carpenter.**  
Average is overrated.
- 10 Make each day a masterpiece.**  
Live in day-tight compartments.
- 11 Experience the joy of discipline.**  
When you are tough on yourself, life becomes easier.
- 12 If it doesn't challenge you, it doesn't change you.**  
Push past hard.
- 13 There is more in you than you know.**  
Demand great things of yourself.
- 14 Play offense in life.**  
Think thrive not survive.
- 15 You have to go through awkward to get to awesome.**  
Everything is hard before it is easy.
- 16 It's not about how high you jump but how straight you walk.**  
Success is not an event, but a daily process.
- 17 Personal change starts with identity.**  
Think of yourself as the person you want to become.
- 18 Live with intention, intensity, and intelligence.**  
Attack life.
- 19 Bring your A game.**  
Others are depending on you.
- 20 Win the moment.**  
Excellence is the next 5 minutes.
- 21 Excellence is its own reward.**  
The size of the crowd doesn't determine the size of your performance.
- 22 Seek to be elite.**  
Live at a higher level.
- 23 We work best on mission.**  
Set BHAGs: Big, Hairy, Audacious Goals.
- 24 Make the best of any situation.**  
Life is 10% what happens to you and 90% how you respond to it.
- 25 Decide to be unoffendable.**  
Don't put the keys to your happiness in someone else's pocket.
- 26 Have a bias for action.**  
Conditions will never be just right, get moving.
- 27 Don't get too high or too low emotionally.**  
Maintain your poise regardless of the situation.
- 28 Be quick, but don't hurry.**  
No hurry, no haste, but plenty of hustle.
- 29 Live with focused energy.**  
The successful person is the average person, focused.
- 30 Be lean and mean.**  
Be smart with your thoughts, actions, and speech.
- 31 Keep your eye on the prize.**  
Be like a heat seeking missile.