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In any service industry, the product (i.e. service) that is delivered to the customer is the person who provides the service. The quality of the service is perceived by the behavior of the person who provides. So if you buy consulting services, the quality of the service is identical to the quality of the consultant. If you hire a project operator, this is the way in which he or she performs, which determines your perception of the service itself. The same goes for a maintenance engineer who comes in and fixes a hardware problem in your computer or server. This means that there is a huge impact on the part of people who provide services at the level of customer satisfaction. This means making sure that your people are properly trained to perform the services requested and that they are satisfied themselves. A satisfied employee will provide much better services than an unsatisfied employee. As a company, you can put in a lot of money and effort into marketing and branding, but it's even more important to make sure your front line is enthusiastic and motivated. The way employees are treated and the example given by top managers is a key indicator of the level of trust in any organization. If there is trust in the mission, vision, processes and in people than your employees will act on that trust. They will share that good energy with your customers. So, look at the current state of the financial services industry. If managers are only involved in whether they can provide their own bonuses, how can you expect a single bank employee to selflessly serve their customers? Confidence will be earned, giving good example.PS 1. Please check ProPer Way for more information. GROW YOUR PEOPLE, GROW YOUR BUSINESS! In an intense workplace where everyone pretends while they do it, there is pressure to always have the right answer to any question. I get it. I also love being right and having the most helpful tips for people. Maybe it's a transfer from school? Maybe it's the firstborn thing? Maybe it's just being a hardcore people pleaser in the heart? Whatever my reason and whatever yours, our quest to correctly answer every question can really keep us at work. You really don't know everything. It's hard to hear. I know, and I'm sorry, but it's true. You have to say: I do not know regularly, and here's why. Answering questions under pressure or out of habit usually does not lead to the most well-thought-out answers. In the worst cases, a sure wrong answer is dangerous and expensive. Most of the time, however, it's just a colossal waste of time. I love not wasting time even more than I love having the right answer. Most other people feel the same way. Always having an answer, you undermine your credibility. That's because still knows that you don't know everything and you start to look stupid, always giving a confident answer, even if it is obviously wrong. Your team would much rather you admit that not knowing something than fake it just for the sake of looking competent. But what if I actually always know the answer to all the questions I'm asked at work?, you ask. If you really feel that you have the answer to every question that comes to work, then I would argue you have stayed too long in your current role. If you've literally mastered every angle of work, it's time to go. You're not challenging yourself anymore. Move vertically to get more perspective and visibility, or move from the side to the other industry before calling this way. Any strategy works to break out of stagnation. Instead of always providing an answer, I suggest a simple strategy: say: I don't know when you don't know. Then, follow this statement with ... and I'm going to find out or ... I'll come back to you or ... What do you think? Now, this is no excuse not to prepare like crazy for the questions you expect to receive during your next big presentation. I recently saw an episode of Shark Tank where a contestant was rejected by Mark Cuban. During the part of the questions and answers after her step, she left no room for reflection or discovery to accept the cuban's advice. She came out as arrogant because she had the answer to everything. He clearly wasn't interested in working with someone like her - and based on what I saw, I would too. The alternative is to think about your knowledge and ability to answer questions in three levels: basic, stretch, and growth. You absolutely must have the basic, fundamental knowledge required to perform the role you paid to play. You have to stretch yourself and look for answers to all the questions up and around the edges of your experience, questions that you are able to anticipate but do not yet know the answer. And, you should intentionally put yourself in situations that will challenge your thinking by exposing you to issues that you might not expect. These are the most fascinating, igniting questions that you get. They are the most memorable. They stick to you and have the potential to change the course of your most important work. Finding the questions that will push you at work will not only make you grow as a person, but will also show your team that you are humble and willing to learn, two underrated but excellent qualities in the leader. Remember that saying I don't know every once in a while doesn't make you look incompetent - it will actually increase your team's confidence that you always give the true answer you can. If you liked this column, sign up for an email alert at Work Life Lab and you'll never miss a message. Here's something you're up for The crafty people at Instructable will enjoy it. All You Are You To make amazing paper machines! The machines are animated toys that use several basic mechanisms to come to life and they are made entirely of paper! Using the ingenious kick of the designs included in Gizmos, you can assemble six charming automatons by designer Rob Ives and when you have mastered the basic techniques, you can create new designs yourself. Gizmos includes: Ready pop-up frogs ready to jump right out of the box! Pre-stamped out parts for two snap-up models that are perfect for first-time buildersComplete punch-out pieces to create six full-color, fully animated paper machines: Die Fledermaus, Mouthy Moose, Schrodinger's Cat, Prawn Boat, Surf Bunny, and Marching RobotA 144-country book with introductions to vending machines and simple mechanisms, simple to use And handy reusable templates for each of the parts of the model so you start on future projectsGizmos is a fascinating way to learn about basic mechanical principles, as well as a guide to paper-crafting techniques that will allow you to design and build paper toys that capture the imagination! Last year I started working with 2 online clients, JM and GB, at as much as 350 pounds. Everyone needed my help badly. But it was quickly clear which guy would succeed and which would fail. Can you choose a success story? JM filled out its feedback form immediately. I had to ask GB twice to send it back. JM started to provide daily reviews of his workouts and nutrition, just as I asked. And he kept filling out his plan fitday.com every day for the last month. The last time I heard from GB was 7 days after we started emailing... and he still hasn't started the workout plan yet. It's no surprise that JM lost 7 pounds in one month, and GB, well, who knows how much more weight he gained last month. I don't hear from him anymore... As frustrating as GB's failure was, JM's success underscores the importance of one often overlooked aspect of a successful program. Accountability. Research at Stanford University has shown that accountability to a health care professional increases the success rate of a fat loss program. And I see it all the time with online customers and TT manual users. I encourage people to keep me informed of progress. And who's doing well? People I hear from on a consistent basis. People I can't hear from? Well, they come back a couple of months later and tell me how they fell off the wagon, stopped working, started eating badly, etc. Because they're not accountable to anyone. They set their standards too low. So I know that if I don't hear the shape of you, then more often than not you are in trouble losing fat. Now in world, we should all have an expert coach to report back personally. If you can't do this, you can at least get turbulence turbulence workouts and report back to me. Heck, you can even do what good people www.TTMembers.com they did and start posting a workout for me to consider. That's why TT discussion forums are so valuable. You will get almost immediate feedback and support from me as well as other TTmembers. This is the ultimate source of online social support. And then there's the next best thing. Get a workout partner, or group of friends, and they hold you accountable - commit them that you will train and eat according to your goals. Why not take time during March (during school holidays, March madness, or early spring weather) to contact a family member or friend who has the same goals... and you can be accountable to each other. Imagine sitting around watching college basketball and discussing fitness and fat. It can be done! Find someone who wants to get fit and spend time with them. Encourage each other. You don't have to go alone. GB PS - are you sabotaging friends, family and workmates? It can be difficult to find support for your fat loss goals. People are either jealous of your results or simply not interested in feeling better and more energetic (although it's hard to see why). And that's what makes the internet fat loss communities so effective... we're all here for the same reason. I'm looking forward to an interview with fitness experts. I am self-employed and work from home. I also have a pretty extensive home gym and workouts at home. As a result, I don't have a large social group for fitness. Pretty much my social fitness group is my wife and I. In this relationship, I'm definitely more active in researching and trying new ideas. I look forward to reading your interviews with fitness professionals as well as discussions on discussion forums. I find this a convenient way to complement my social group and keep my long-term focus. That's what I like about TT. It's not just a book, it's a community. Bob Palermo, www.TTmembers.com Just got TT Membership today and that's exactly what I need, inspiring and educational as well. Literally tons of information. Anyway a big thank you for the help he highly appreciated mike Warrell, Toronto, Ontario This content is created and maintained by a third party and imported to this page to help users provide their email addresses. You may be able to find more information about this and similar content on piano.io piano.io

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