

Creating a Winning Workplace

31 Ways to Be Exceptional (Part 1)

Accelerating Excellence
Podcast Episode #36

31 Ways to Be Exceptional is designed to be used in huddles, at the start of meetings or the beginning of a shift. One for each day of the month. You can discuss different ways to exhibit the behavior, recognize someone who demonstrates excellence, or simply make it a focus for the day. Whatever works.

(The full list of 31 will be available upon the release of my next podcast episode on Monday, April 29, 2019.)

1. **CREATE A GREAT 1ST 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 THE 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.