

# 7 Ways to Master Your Job & Create Value

Accelerating Excellence  
Podcast Episode #30  
Resource Sheet

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## 1. SEEK TO BECOME AN EXPERT IN YOUR FIELD.

Hone your skills. Develop your talent. Stay current with what is going on in your industry. Don't settle for anything less than excellence.

## 2. FOCUS ON THE PURPOSE OF YOUR JOB.

Be very clear on what you are paid to do and what results you should deliver.

Ask yourself these questions:

- Why am I on the payroll?
- What am I paid to do?
- What does success look like in this position?

## 3. SERVE YOUR CUSTOMERS WELL.

Seek to delight your customers through personal warmth, high responsiveness and a high-quality product or service. Look at co-workers as internal customers. Be collaborative and supportive. Help them succeed.

## 4. BE DEPENDABLE.

Show up every day, on time. Do what you say you will. Answer emails, follow through on commitments, meet deadlines.

## 5. BE A GREAT COMMUNICATOR

Think before you speak. No stream of consciousness. No rambling. No rabbit trails. No data dumps. Be clear, concise and compelling.

## 6. BE LOYAL

Don't bad-mouth or speak poorly of the organization you work for. That is biting the hand that feeds you.

## 7. DO GO UNFILTERED

Always conduct yourself in manner that is worthy of respect. Avoid over-sharing personal information, telling off-color jokes, making inappropriate comments, or getting involved in unnecessary and divisive political conversations.

*"Your success will be tied to what you do after you have done what is expected of you."*

-Brian Tracy