

THINGS TO THINK ABOUT



Would a 'Stand Up' Help? Hold a short stand up meeting each morning with your team. Give each person one minute to list three accomplishments from the previous day related to their goals and today's top three tasks. This is fun and it keeps everyone focused on what matters most.

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IS THIS HAPPENING AT YOUR COMPANY?



How do you know if commitments to customers are being kept? Recently I rented a car from one of the top car rental companies with the intention of using points earned through the American Express Membership Miles program.

Later when I discovered the charge had been placed in error on my credit card statement, I phoned the local car rental manager. She assured me she would remove the charge and call me the next morning to give me an update. You guessed it, I haven't heard from her and the charge remains on my statement.

Being a student of human behavior, this makes me wonder what happened...

- Did the manager fail to make a note and forgot her promise?
- Did she write it down on a post-it note or scrap piece of paper and it got lost on a cluttered desk?

- Did the manager delegate the task to another person who didn't follow up and there was no system to verify the issue had been handled?
- Had the company leadership failed to reinforce that keeping commitments to customers is a High Payoff Activity?
- Was this a disgruntled employee who didn't feel valued and therefore, didn't value me, the customer?
- Was follow up a weakness and she hadn't developed a plan to manage that weakness?

How well are you keeping commitments to your customers, your employees and yourself?

Let us know if we can help. We have several simple, effective and affordable tools to help you and your employees keep commitments.

THE MAGIC OF WRITING THINGS DOWN AND CELEBRATING PROGRESS

This week I met with a CEO to review progress on his goals. He was a bit apologetic, thinking he had not done well. As we did our review, we were both delighted at how much he had accomplished after all.

He made a plan to review his goals more often and acknowledge progress so he could feel better along the way.

There is magic in writing down goals. You work on them and they work on you, even when you don't realize it.

There is also magic in reviewing and celebrating progress.

