



Topic Eight Curriculum

Employee Excellence

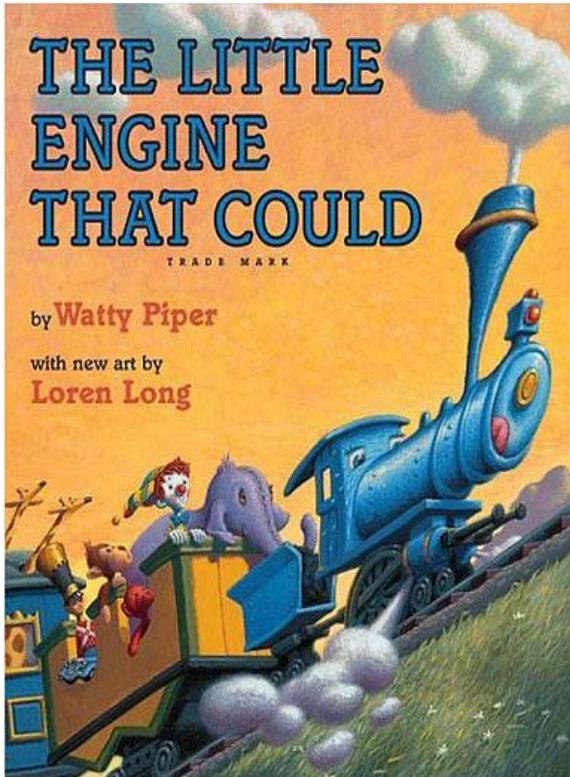
- Behaving Like a Professional
- Positive Attitude
- Challenges, Not Problems
- Be the Best Employee
- Five Tips for Avoiding Layoffs

Professionalism

- Don't be a clock-watcher
- Define your job not by the hours you spend on it, but by what you accomplish
- Know the organization's mission statement, and make it your own
- Figure out how to connect your job function to the mission of the organization – how do you help to achieve the mission statement?



Positive Attitude



- Avoid constant criticism of yourself and others
- Stop allowing things you cannot control to get you upset
 - the Serenity Prayer
- Change your internal dialogue when dealing with challenging situations
 - get past the “oh no” and into the “how” to overcome it
- Change your vocabulary as a daily habit
 - eliminate “I can’t”
 - if “I can” or “I will” doesn’t work, then try “I can, if”, or “I will, if”
- This is especially important in Texas, where people pride themselves on having a “can-do” attitude.



Challenges, Not Problems



Apollo 13 depicted the power of shifting the language from “Houston, we have a problem” to “Failure is not an option”.

- The language you use in tough times is critical to how you are perceived
- “Problem” denotes something outside your control that can be used as an excuse for failure
 - “problem” denotes something chronic and may or may not be solved
- “Challenge” denotes something you fully expect to overcome with your smarts and persistent effort
 - “challenge” denotes something temporary and which WILL be solved



Be the Best Employee

- Be an expert at something
- Be interested in the overall performance of the organization
- Be aware of what's going on around you – avoid the “it's not my job” attitude
- Be a student of your craft
- Be responsible
 - be where you should be and on time
 - get things done before they are due
- The Baker's Dozen
- Be consistent in your attitude
- Dress like you should be promoted



Five Tips for Avoiding Layoffs

- Make sure you are noticed
 - Inside your department and in other departments. Leave no doubt you are not a “9 to 5er”
- Make sure you get the credit for your work
 - Be clear on your value to the organization
- Generate income
 - Or, if you are not in an income generating role, operate inexpensively and suggest ways to cut costs
- Volunteer to go the extra mile
 - Never have the “it’s not in my job description” mentality. Take more than your share of the unpleasant special projects.
- Leave negativity at home
 - Be positive, not just with the boss, but also with co-workers. Be willing to help anybody at any time.
- Make your job your top priority
 - Layoffs may be just around the corner whether you know it or not. If you can make your job