

TEN THINGS YOU CAN DO TO PRACTICE A SERVICE-FOCUSED APPROACH AT WORK

1. Develop a service-first motto or rally cry that will keep you inspired and focused on serving others. Post it somewhere that you will be forced to see it every day.
2. Commit to serving those around you. If you want the organization to deliver value to customers, everyone inside the organization needs to deliver value to each other—and that begins with you.
3. Take some time each day to show someone that they matter by learning a little about their lives, cares, and concerns.
4. Listen more. People want to be seen, heard, and understood. Pay particular attention to learn more about any changes or improvements that might be needed. You will learn a lot by simply listening.
5. Ask questions. Being invited to give a point of view is empowering. It gives people a needed sense of importance in the overall success of the operation. When they feel their ideas matter, it boosts ownership, and ownership boosts diligence in getting things done.
6. Build trust by transparently delivering information with clarity and simplicity.
7. Foster a practice of solving problems collaboratively. This builds teamwork and camaraderie which will spread out to customers.
8. Pursue excellence. Find little ways to improve your performance each and every day. Write better, listen better, help better, be better. Your discipline and quiet diligence will inspire.
9. Before finalizing a decision or starting work on a solution, pause to ensure you have fully considered the impact of that decision/work on others. If implementation will be hard on some, be sure to communicate the 'why' behind the decision and enlist them in trying to minimize the pain.
10. Whether in meetings or in conversations, be bold and step up to ask for help when you need it. Once others see someone leading the way and that asking for help is not an admission of weakness, they will be more motivated to reach out when they have needs.

