

# The RightStaff Review

The right choice for your staffing needs



## Behaviors For Success

**B**usy professionals with a strong desire to achieve sometimes fall into slumps which can destroy creative drive. Do your best to avoid these slumps by accepting that you cannot do everything. Delegate responsibilities to others qualified to perform the task. They should share your goals for success.



- ◆ **Be a lifetime learner.** Don't assume you've learned all you need to know. Have a plan for personal growth and work on challenging goals in all areas of your life.
- ◆ **Be proactive** - solve problems before they occur. Carefully plan procedures to prevent problems and proper handling in the event they do happen.
- ◆ **Communicate your goals** and let others know how they can help you achieve them. Listen carefully to information they provide you.

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## Communication Basics

**A** large percentage of a person's day is spent communicating with other people such as customers, employees, and managers. This communication can be in person, on the phone or in writing. Even your body communicates a message when you haven't said a word. Being able to communicate effectively is an important skill that can be learned.

*Some of the basic communication skills –*

1. **Use statements** such as "I need ...", "I feel", or "I want" to show ownership of your message.
2. **Be complete** and specific with your message. Define your expectations. Don't expect others to guess or anticipate what you need or want.
3. **Be sure** that your verbal and nonverbal messages are consistent. If you look angry but sound happy, you will confuse the emotion you are trying to express.
4. **Be redundant.** Present your message in more than one format to be sure that everyone "gets it".



*"Luck is what happens when preparation meets opportunity."*

— Elmer Letterman



# ONE MINUTE IDEAS

## When you must say: "You're Wrong"

Telling people that they're wrong won't win them over. In fact, it will only make them defensive.

But you might convince others that they're wrong if you say, ***"That's a good point. And it would be a legitimate concern if..."***

**Example:** A colleague tells you that you should send your employees to seminars to improve their memo writing. You could respond by saying, ***"That's a good point. And it would be a legitimate concern if my employees didn't have CD-ROM drives. Now that they can use CD-ROMs, they have all told me they would prefer interactive training."***

Source: Art Sobczak's Telephone Selling Report, 13254 Stevens St., Omaha, NE 68137.

***"Who is a wise man? He who learns from all men."***

— The Talmud

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***"A good education is not so much one which prepares a man to succeed in the world, as one which enables him to sustain a failure."***

— Bernard Iddings Bell, Chaplain, University of Chicago

**S**uccess comes from making many mistakes and learning from each experience. The most successful people in the world are the ones that are willing to take the most chances and make the most mistakes. Mistakes are the only way that we can advance.

The biggest obstacle for most people that don't achieve their goals or use their full potential is that they are afraid to make mistakes. Yes, afraid to make mistakes, and mistakes are the biggest factor in being successful - as you can see, most people sabotage themselves.

The key for people that fear making mistakes because they believe it will make them a failure is to realize that the fear of mistakes costs them a fortune - it holds them back from being a success.

**Solution:** See mistakes as progress and an opportunity to learn. Mistakes are critical to ensure success.

**What mistakes are you afraid of making?**

**What is this costing you?**

**What are 3 action steps that you can take today?**

**What is the worst that could happen? Best?**

Source: Kevin-Lawrence

## Web Site Of The Month

Information Please has been providing authoritative answers to all kinds of factual questions since 1938—first as a popular radio quiz show, then starting in 1947 as an annual almanac, and since 1998 on the Internet at [www.infoplease.com](http://www.infoplease.com). Many things have changed since 1938, but not their dedication to providing reliable information, in a way that engages and entertains.

Check it out at: [www.infoplease.com](http://www.infoplease.com)



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