



TriOpus Group

Shaping your company's talent



2007

This month:
**THE DIFFERENCE
IS YOU**

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It's easy to think sometimes that we don't make much difference at work. We get into a routine, even a rut sometimes. We arrive at Friday afternoon, look back over the week, and wonder how we've helped ourselves and helped our company. But our attitude and the way we feel about our employers, and the work we do plays a major role in the success or the failure of our teams and our organizations. Attitude is the theme of this month's Newsletter. Our monthly article presents you with five statements. Your reaction to them can and does have a major impact on your success and that of your company.

"WORK IS EITHER FUN OR DRUDGERY. IT DEPENDS ON YOUR ATTITUDE. I LIKE FUN."
- COLLEEN BARRETT



**A POSITIVE
ATTITUDE
MAY NOT
SOLVE ALL
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BUT IT
WILL
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ENOUGH
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MAKE IT
WORTH THE
EFFORT.**

- HERM
ALBRIGHT



360° FEEDBACK SURVEYS

360° Feedback Surveys are a powerful way to determine the attitudes of your staff quickly and succinctly. They provide individuals with valuable input about their work performance from various perspectives. Obtaining feedback from respondents including your leaders, peers and direct reports allows you to objectively evaluate your strengths and developmental areas. This feedback becomes the foundation for creating action plans for your ongoing personal development. TriOpus Group offers the surveys as well as a one-day program to support them, which includes analysis of the feedback and development planning. If you're interested in learning more, contact us at 1-800-864-2721.

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In a recent speech I gave at one of our client's conferences, I made the point that the company's success was directly related to the reaction of each person in the room to five statements I was about to share with them.

I said that if they agreed with all five statements, work for them would be fun and that they would likely be outstanding employees. In fact, I added, it probably wouldn't even feel like work at all. If they said yes to four, they probably would be very good at what they do, but would have a few challenges. If they were comfortable with three statements, they still could be good employees but that it really would be work for them much of the time. Sadly, I said, if they agreed with less than three statements, they probably would be very unhappy at work and possibly are in the wrong job.

So what, you may ask, are these five statements? Here they are. Keep a tally of how many you agree with.

- ♥ You have a positive attitude to your job, products, services and customers
- ♥ You are working for a great company
- ♥ You are capable of achieving any goal
- ♥ You control adverse conditions, not the other way around, and lastly
- ♥ Every day has new opportunities



Those are the five statements. How did you do?

Quite often when I give a speech, I rarely get a chance to talk with many of the audience. But a few days after I gave that speech, I met up with one of the participants who happens to be a leader within that company. He shared his reaction with me to those five statements. He told me that he had scored much lower than he would have anticipated and that he even discussed his poor results with his boss.

As I thought about this later, I couldn't get over how impressed I was with this person for three reasons:

- ♥ He took the statements seriously
- ♥ He realized he needed to do something about his results
- ♥ He sought the counsel of his leader

One of the things he was saying by seeking some help with his poor results was that, even though he was not where he needed to be regarding his feeling towards his work, he knew that it was up to him to do something about it to make things better. Good for him I thought.

I'll bet when you heard those five statements that some of you may have shrugged them off, while others amongst you recognized that you too may have to reevaluate your approach to your work.

But the responsibility for this is not just for individual employees; it is for those of us who are leaders as well. As a supervisor, manager, or senior executive, you need a team of employees that would give four or five positive responses to those statements. Otherwise, you may have trouble achieving your team's goals. And, as blunt as this may sound, you as a leader may be the reason your employees responded negatively in the first place.

So how do you find out how your employees feel? You could get the responses through an anonymous survey, you could talk about it in your team meetings, or simply put, you could just ask them.

Whatever you decide, start now.

After all, whether you are a leader or frontline worker, the difference is you.