

Staff Excellence Program

We've identified the 100 key skills, behaviors and style of the highly effective manager in the new millennium.

This program is helpful in the follow ways:

MANAGEMENT

- To shift the company culture
- To get everyone on the same track
- Managers**
- As a blueprint for staff training
- As a way to foster & develop teams
- Staff**
- To strengthen interpersonal skills
- To accelerate their career path

The 10 areas on which to focus are:

1. Personal Balance
2. High Productivity
3. Self-Management
4. Communication
5. Healthy Boundaries
6. Quality Work
7. Take Initiative
8. Manage Up
9. Teamwork
10. Career Path

INTELLECTUAL PROPERTY NOTICE

This material and these concepts are the intellectual property of Coach U, Inc. You may not repackage or resell this program without express written authorization and royalty payment. The exception is that you may deliver this program to single individuals without authorization or fee. If you lead a workshop, develop or deliver a program to a group or company based on or including this material or these concepts, authorization and fees are required. You may make as many copies of this program as you wish, as long as you make no changes or deletions of any kind.

PROGRESS CHART

Date	Points (+/-)	Score

STAFF EXCELLENCE PROGRAM 100-POINT CHECKLIST

#	Sections									
	A	B	C	D	E	F	G	H	I	J
10										
9										
8										
7										
6										
5										
4										
3										
2										
1										

GIVE YOURSELF CREDIT AS YOU GET POINTS FROM THE 100-POINT PROGRAM. FILL IN COLUMNS FROM THE BOTTOM UP.

A. PERSONAL BALANCE

A great manager starts with a strong person. Are you in good emotional shape? Physical? Do you know who you are, what you most want and where you are along your path of development? If not, use a coach to get this stuff handled.

- I have a rewarding life outside of work.
- I have a coach who is developing me personally.
- I don't try to get love or personal needs met at work.
- I tell the truth to myself; I don't kid myself.
- I know my top Tru Values and set goals around these.
- I have a very strong Personal Foundation.
- My personal life rarely gets in the way of my work life.
- I know where I am along the Path of Development.
- My body is in excellent shape.
- I am emotionally well.

____ Number of boxes checked (10 max)

B. HIGH-PRODUCTIVITY

High productivity is not a mystery; it simply requires a commitment and the tools, training and resources to make it happen, naturally.

- I am 100% current: No "inventory" of unfinished tasks/jobs.
- I prioritize well and delegate everything I can.
- I have all the equipment I need to be fully productive.
- I have had all the training I need to be very productive.
- I know my goals and I reach them consistently.
- I can access all information quickly; my files are perfect!
- My work area is spotless and orderly.
- I've mastered my job and I enjoy it; there are no crises.
- I have/use an agenda for meetings, yet am flexible.
- I'm fully automated (computer, fax, e-mail, systems).

____ Number of boxes checked (10 max)

C. SELF-MANAGEMENT

If you don't manage yourself, how do you expect anyone else to? Here's a list of 10 ways to keep you on track.

- I'm always on time and ready for meetings; no rushing.
- I've mastered time management. It all gets done well.
- I dress well, am well groomed and like the way I look.
- I am very, very willing to grow and change.
- I know my limits and I underpromise consistently.
- I'm almost always in a good mood, naturally.
- I anticipate or respond immediately to problems.
- I do it, delegate it, reject it or dump it.
- I go out of my work area for lunch and breaks.
- If I find myself getting stopped or blocked, I ask for help.

____ Number of boxes checked (10 max)

D. COMMUNICATION

We know who people are by the way they communicate and relate with us. Here's an advanced list of skills.

- I am unconditionally constructive whenever I speak.
- I speak "charge neutral" vs. up or down.
- I remain criticism-free even when I correct others.
- I have tremendous amounts of compassion for others.
- I make my points quickly and powerfully: I "message."
- I don't gossip. Period.
- I always come from a positive place, solution-oriented.
- I condition rather than force change.
- I am direct, yet not obnoxious, in my speaking style.
- I listen and discern **exactly** what another person is saying.

____ Number of boxes checked (10 max)

E. HEALTHY BOUNDARIES

Everyone wants and needs things from you. But you become a victim unless you protect yourself. Every company needs managers with strong boundaries. Don't be afraid to develop yours.

- I take responsibility for failure, but not blame or shame.
- I don't get caught up in any adrenaline/deadline rushes.
- I don't answer the phone when I'm focused.
- I don't let others "dump on" or be disrespectful to me.
- I say no when I need to without putting people off.
- I don't volunteer unless my work is caught up and perfect.
- I don't tolerate very much or suffer at work.
- I am honest with my manager regarding my workload.
- I think about and evaluate inquiries before I respond.
- I finish my work and leave on time almost every night.

____ Number of boxes checked (10 max)

F. QUALITY WORK

100% is now barely enough.

- I do accurate work; things don't come back to "bite" me.
- I am very proud of everything I touch and accomplish.
- My Personal Standards are very, very high.
- I come in early and under budget on my projects/tasks.
- I continually improve and innovate on work I do.
- I have a policy to continuously "add value" to products/services.
- I make sure I fully participate on the TQM team.
- I expect, foster and even require the best from everyone.
- I do accurate work; I don't make errors.
- I suggest ways to create new products or services.

____ Number of boxes checked (10 max)

G. TAKE INITIATIVE

Companies desperately need managers to take initiative and become ""intrapreneurs"" so that the firm can continue to create and stay ahead of the curve. This takes practice and willingness.

- I solve problems quickly and easily; then prevent them.
- I am fearless: I can ask anyone for everything I need.
- I don't wait: I act immediately.
- I always speak up when I see a problem or possibility.
- I don't get involved in projects that get me off track.
- I take out "insurance" when I take a risk. I'm not foolish.
- I take at least one big risk a week.
- When I feel scared, I reach out to get support/confidence.
- I am willing to make mistakes.
- I trust and respond to my intuition, instinct, and gut.

____ Number of boxes checked (10 max)

H. MANAGE "UP"

It's okay to help your manager to manage you better. This process is called managing up. Here are 10 ways.

- I empower my manager to manage me well.
- I keep my manager fully informed, especially bad news.
- I have weekly meetings with my manager to report/learn.
- I relate to my manager as more of a great coach.
- I state absolute requirements of my manager so I produce well.
- I don't compete or react to my manager. We're "equals."
- I immediately give my manager problems I cannot solve.
- I brief my manager well: data, options, recommendations.
- I put myself in my manager's shoes & manage from there.
- Regardless, I always stay in full communication w/ mgr.

____ Number of boxes checked (10 max)

I. TEAM WORK

Nothing worth doing is worth doing alone. Teams are the answer.

- I know how to be a great team player and I am.
- The team is set up to maximize strengths not weaknesses.
- I am a collaborator vs. a competitor; I go for win-win.
- I'm a straight shooter, very real and honest with others.
- I focus on people and results; not just results.
- I use the team as my resource vs. wait for team to help.
- We are a team, not a support group. Everyone plays hard.
- We get along well and respect our individual needs.
- We only work on projects that warrant a team.
- Every team member has a buddy or single partner.

___ Number of boxes checked (10 max)

J. CAREER PATH

Either you're creating your career or the circumstances are.

- I am well connected with those who can advance me.
- I am not afraid to get noticed and to shine.
- I understand my firm's politics & flow with vs. fight them.
- I'm up to speed on the development of my industry.
- I am respected as a model, productive employee.
- I have a clear plan for my career path.
- I look for big ways to improve my company.
- I know what it takes to get ahead and I do that honorably.
- I contribute to the culture of my firm.
- I know and support my firm's mission, values and goals.

___ Number of boxes checked (10 max)

INSTRUCTIONS

There are 4 steps to completing the STAFF EXCELLENCE PROGRAM.™

Step 1: Answer each question. If the statement is true, fill in the square. If not, leave it blank until you've done what it takes. Be rigorous; be a hard grader. If the item does not apply or will never be true for you, fill it in anyway. Give yourself credit. (You may do this with up to 5 items.) And, feel free to rewrite or reword up to 5 of the items in this program to better suit you, your needs and your life.

Step 2: Summarize each section. Add up the number of filled in squares for each of the 10 sections and write those amounts where indicated. Then add up all 10 sections and write the current total in the box on the first page of this form.

Step 3: Color in the Progress Chart on the first page. If you have 5 squares filled in the Integrity section, color in the bottom 5 boxes, and so on. Always start from the bottom up. The goal is to have the entire chart filled in. This will indicate how strong your Personal Foundation is. In the meantime, you have a current picture of how you are doing in each of the 10 areas.

Step 4: Keep playing until all boxes are filled in. This process takes between 6 months - 5 years, but you can do it!! Use your coach or advisor to assist you. And check back quarterly for maintenance.

Notice: *This is a checklist and outline of the skills and style that staff in the corporate environment can benefit from. This program is designed to be delivered by a Coach trained and licensed by Coach U*