MASTERING THE THREE R’S – RESPECT, RESPONSIBILITY, RESULTS

RESPECT
“Respect for ourselves guides our morals; respect for others guides our manners.” Laurence Sterne

- **EXTEND AN EAR** – Listen to Others
- **DIGNIFY DIFFERENCES** – Respect Diverse cultures, ethnicities, backgrounds and ideas. Illustration…Four people are having a conversation in English – one has an Irish brogue; one has a Spanish accent; one speaks with a Texas draw from Commerce; and one has a Boston, Massachusetts. Which one talks funny?
- **CONCENTRATE ON COURTESY** – Be Considerate Key words “Please” and “Thank You”
- **PERFORM WITH PRIDE** – Respect Yourself Personal Check: What does your personal signature look like? Does it exhibit pride?
- **MAKE THE MISSION MATTER** – Respect the organization’s purpose and your part in it. KNOW THE MISSION, SHARE THE MISSION, SUPPORT THE MISSION.
- **SHARE THE SPOTLIGHT** – Acknowledge others’ contributions
- **RESPECT AND PROTECT RESOURCES**

RESPONSIBILITY
“We need to restore the full meaning of that old word, DUTY. It is the other side of rights.” Pearl S. Buck

- **DO YOUR PART AS A TEAM PLAYER** – Everyone has a role to play to get something done, and everyone must do their part in order for the team or individually to be successful.

In 1980 a rag-tag group of college kids were challenged to accomplish the impossible. Their opponents were bigger, stronger, and more experienced—the best in the world. Their chances of winning were slim to none. The “kids” of this story were members of the USA ice hockey team who—with the world watching—beat the Soviets at the Olympic Games in Lake Placid, NY, and prompted broadcaster Al Michaels’ to say “Do you believe in miracles? Yes!”

- **BE A ROLE MODEL** – Earn your Expectations
- **CHOOSE TO BE POSITIVE** – Squelch any skepticism Here is a critical thought: A spouse complains about never receiving flowers. So, one day her husband comes home with a bouquet of flowers and her response was “Okay, what did you do wrong.”
- **STAND FOR SAFETY** – Contribute to a physically and emotionally safe work place. Manage your mistakes—own, admit to, fix, and learn from your errors.
- **QUEST FOR QUALITY** – Cut complacency, not corners
- **ALWAYS DO YOUR BEST** – If you are a street sweeper, be the best street sweeper.
- **DO WHAT’S RIGHT** – Embrace and embody ethics
RESULTS
“Some of us will do our jobs well and some will not, but we will all be judged by just one thing-the RESULT.” Vince Lombardi

- **DO YOUR PART AS A TEAM PLAYER**-Everyone has a role to play to get something done, and everyone must do their part in order for the team or individually to be successful.
- **MAKE EXCELLENT SERVICE YOUR TOP PRIORITY**-It is not the employer who pays the wages. Employers only handle the money. It’s the customer who pays the wages.
- **PLAN YOUR WORK, WORK YOUR PLAN, AIM HIGH.**
- **SWEAT THE SMALL STUFF**-Focus on Small, incremental improvements, pay attention to details.
- **SHARE YOUR SKILLS**-Pass along what you know and do well to help others succeed.
- ** Cherish constructive criticism**-use feedback to improve your performance and results.
- **Conquer Conflicts**-don’t let problems fester. Tips for effective conflict-resolution discussions. Have a walk-in strategy; get to the point; attack the problem, not the person; share your feelings…and how you are impacted; pay attention to body language; control your emotions; think dialog-not monolog.

Focus on fixes-offer solutions instead of lamented over problems.
Leave a lasting legacy-make a positive difference.

**Closing Thoughts:**

- Show respect for… your coworkers…your customers… your organization and its resources…yourself!
- Take responsibility for…carrying your share of the load…having a positive attitude…helping others succeed…DOING WHAT’S RIGHT!
- Produce RESULTS by…Adding value through everything you do…honoring your part of the organization’s mission…making a positive difference…
- LEAVING A LASTING LEGACY.

By: Steve Ventura – Walkthetalk.com

**Take the Test**

Y/N 1. I am a good listener. I try to understand the ideas and concerns of coworkers and customers.
Y/N 2. I value and appreciate people with ideas, backgrounds, and demographics that are different from mine.
Y/N 3. I am a considerate person, polite, and respectful. I focus on others’ needs as well as my own.
Y/N 4. I always try to do my best. My attitude, behavior and the quality of my work reflect someone with self-respect
Y/N 5. I understand our organization’s mission, I believe in it, and I am committed to making it happen.
Y/N 6. I share the spotlight. Whenever I’m praised, I mention and thank my coworkers.
Y/N 7. I avoid wasting or misusing organizational resources of all types.
Y/N 8. I display empathy in my dealings at work. I avoid judging others.
Y/N 9. I meet all the responsibilities that come with my job. My coworkers can always count on me to share the load.
Y/N 10. I avoid hypocrisy with a passion. I model the behavior I expect from others.
Y/N 11. I try not to be skeptical. I give others the benefit of the doubt.
Y/N 12. I follow all safety rules and procedures. I avoid behaviors that might jeopardize the safety of the work group
Y/N 13. When I make a mistake, I admit it, I fix it, and learn from it. I never blame others.
Y/N 15. I appreciate and celebrate success—mine and my teammates.
Y/N 16. I work with integrity and ethics. You can always count on me.
Y/N 17. I am committed to providing the best customer service possible. I always go the extra mile.
Y/N 18. I maintain lofty goals for myself and teammates, and work to achieve them.
Y/N 19. I pay attention to details and focus on making small continuous improvements.
Y/N 20. I share my knowledge, skills and talents with others to help them succeed and grow.
Y/N 21. I appreciate constructive criticism. I ask for it, I accept it, I pay attention to it, and use it to improve.
Y/N 22. Whenever I have conflict with a coworker I try to resolve the issue in a mutually beneficial way.