

# 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 a 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
- RESPECT AND PROTECT RESOURCES- Slip into someone else’s shoes. Extend GRACE
- PRACTICE EMPATHY

## 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 weeper, 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.**  
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## **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 14. I am totally committed to quality. I always do my best.**
- 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.**