



THE BOTTOM LINE TO PEAK PERFORMANCE

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HERITAGE HILL PARTNERS 508.923.0918

Helping You Build a Path to Results through Business & Individual Coaching

Streamline Your Tasks

You can save time by grouping administrative tasks throughout the week. *Here are some strategies:*

Making phone calls – Create a list of the people you need to call daily. Make all of your calls at one sitting. Once you get started, each call becomes easier and more efficient. Schedule your calls early in the morning, just before lunch, or at the end of your workday.



Reviewing/Reading – Whenever you leave the office, take some reading materials along with you. This way, when you are waiting for an appointment, waiting in line, or stuck in traffic, you can use this time to go through the materials. *Note:* Have a pen/pencil with you for making notations and/or reminders.

Billing/Invoicing – Set up a time each week for client/customer billing, tracking, and invoicing. Once you get into a rhythm, it can save a lot of time.

Source: Sorrell Associates, all rights reserved worldwide.

Change does not necessarily assure progress, but progress implacably requires change. Education is essential to change, for education creates both new wants and the ability to satisfy them.

– Henry Steele Commager

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Talk It Up!

It's been well established by behavioral science that what we say – and how we say it – has a tremendous impact on thoughts and actions. Yet according to author Dr. Kenneth Christian, many of us go about our lives woefully unaware of the impact everyday use of language has on our attitudes and our fundamental beliefs about ourselves. In *Your Own Worst Enemy: Breaking the Habit of Adult Underachievement* (Regan Books), Christian offers six tips for taking control of your speech patterns and talking yourself into greater achievement.

1. Stop “try”-ing.

The word “try” is a part of what Christian calls “loophole language.” By saying you will “try” to do something, you are implicitly giving yourself an out to fall short. For one week, forbid yourself to use the word “try” and see what kind of effect it has. Also, note the difference you feel between forbidding yourself to use the word and simply “trying” not to.



2. Cut out vagueness.

Phrases like “kind of” and “sort of” allow you to express ambivalence while seeming to make a statement. When you speak about goals or other definitive aspects of your life, use unequivocal language. Don't say, “I sort of want to do this,” say, “I will do this.”

3. Take responsibility.

Decisive people, you'll notice, speak simply, in the present tense and in the active voice. Compare the difference between “It needs to get done” and “I need to do it.” Take greater personal responsibility with your language, and you will take greater personal responsibility with your life.

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ONE MINUTE IDEAS

The most beautiful sound...YOUR Name

One of the most important things to every person is their name. So when communication with a customer, co-worker, prospect, vendor, etc... Be very careful of comments about their name.

Do not comment on a name you have never heard before. *Example:* Do not say "What an unusual name" or "Wow! Your parents must have hated you."

Make it a policy to never comment on a customer's name, since even the best intentions could come across as questionable.

Ask the person for the correct pronunciation of their name and make a note of it for your records.

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Heritage Hill Partners

K
Knowledge

A
Attitude

S
Skills

H
Habits

Assists businesses and individuals to improve performance and bottom line results *thru...*

- Business & Individual Coaching
- Strategic Business Planning, and
- Management & Leadership Development

"We can't solve the problems of today using the same kind of thinking we used to create them" — A. Einstein

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4. Negate the negative.

Catch yourself every time you use such self-defeating statements as "I hate making presentations," "It's too late to take this training," or "I can't figure out this new computer system." Such self-limiting talk becomes a self-fulfilling prophecy. Instead, say, "I choose to like making presentations," "There's still time to take the training," and "I have yet to figure out the new training." Ask your friends and family to help catch you whenever you use negative phrases.



5. Put things behind you.

Describe any negative traits you perceive about yourself in the past tense. So rather than saying "I'm not a good closer," say, "I didn't used to be a good closer." By relegating these negative attributes to the past, you imply the possibility for change, and soon you'll believe it.

6. Make positives present.

Use the present tense to discuss positive attributes, even one you don't feel you manifest quite yet. By using the present tense, you put pressure on yourself to make the statement a reality.

What one thing should our Team do to Produce a Measurable Impact on Our Business?

Renew your focus before you change your actions. Most teams fall short of potential to produce desired results until everyone is "on the same page." To gain clarity of action you need improved clarity of purpose, so begin with strategic thinking and business planning – even if your organization already has a plan. There is no better "teambuilding" process that will produce desired impact. Does your team share the same goals, as well as understand individual roles? How do you know?



Become a strategic thinking and execution team. Developing an executable plan that focuses collective actions to produce desired results requires more than just an annual one-day "retreat." In effect, many businesses *do strategic planning* without any sustainable benefit other than a dusty document and to say "we did it." That is not what we suggest. The objective of planning is the establishment of an *ongoing planning process as a routine part of teamwork* in order to achieve substantially improved performance for the short term and the long term.

Re-engage your purposeful thinking, planning and action. Involve an experienced coach who understands business and behavioral change. Such a person will ask questions that take you from where you are to where you and your team really want to be.

— Mark Sturgell, Performance Development Network. All rights reserved worldwide.