



The Art of Excellence

Leadership. Teamwork. Success.

May 2008

Sylvie Gervais-Leduc

We Are Creating Excellence When...



We take time to be courteous

Lately I am hearing people say “Common Courtesy isn’t very common anymore”! In a day and age where it is so easy to pick up a telephone, send an email or offer a smile, it seems many opportunities for common courtesy are missed. Perhaps in these fast paced times, taking the time for a little common courtesy is over shadowed by stress and fatigue, by the pressure to focus on tasks rather than people. Perhaps it gets lost in the whirlwind that comes with getting the job done and the often times inhumane to-do lists that face us daily.

Perhaps we have just become used to a certain way of being, an acceptable and even expected way of behaving in our society. Rudeness is tolerated, lack of follow up a routine, gossip and back talk dismissed as unimportant (and often ignored in the workplace). Isn’t that why taking the opportunity to show some common courtesy, to go over and above the ordinary and reach for the extraordinary is what creates EXCELLENCE? Going the extra mile, adding that personal touch does get recognized in this day and age and it affects the “bottom line” and feels good.

So how do we make a change in this direction? **We become the change we want to see in the world.** We make our customer service experience a courteous, respectful and pleasant one. We smile at our staff and co-workers and greet them when we enter the building. We walk through our day choosing to make someone’s day rather than expect others to make ours. We may even choose to make every human contact a positive one, leaving a pleasant and lasting memory. I have watched people move from borderline rudeness to wearing a smile, becoming pleasant and courteous. By choosing to walk through the day with kindness and with a quality of attention that leaves people feeling they are important, a transformation occurs. How often does it work? I have seen it work nearly every time and for the very few times it hasn’t, I am certain it had an impact long term rather than short term.

Over and over again I witness potentially unpleasant experiences such as the letting go of an employee, delivering disappointing news about a job or new changes that could potentially be frightening for staff, go surprisingly smoothly. Why? Because people were treated with common courtesy, with

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DiSC tests

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The DiSC assessment provides an in-depth perspective of behavioural

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respect. We have lost this art form somehow. The 21st century is calling upon us to lead with it and to bringing it back to a common and expected practice. Watch how it impacts positively on the bottom line. You will be amazed at the money that pours into a company that has common courtesy within the workplace and within its customer service practices! Why? Customers will keep coming back!

Here are just a few simple common courtesy tips (that we all know but forget their power from time to time):

Be polite. Smile and greet people. Say please and thank you. Keep your word. When you can't keep your word, apologize and explain your position. If you will be later than promised, let people know. Follow up and follow through. Let people know you received their telephone and email messages (especially when a response may take some time to prepare or formulate). Deliver what you promise as a business. Ask for help when you need it and show gratitude when you have received it. Offer help just for the pure joy of it. Choose your attitude and be the change you want to see in the world.

The next time you find yourself complaining about something, ask yourself what you could do to become more courteous in that particular instance and just notice how the situation may be turned around!

Have an EXCELLENCE month!

Sylvie Gervais-Leduc

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(705) 969-8827 or 1-866-827-8448

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The Art of Excellence

Upcoming Events !

Date: Tuesday September 9th, 2008

Location: Ristorante Verdicchios

City: Sudbury, ON

\$135.00 + GST (half-day)

UNDERSTANDING THE TRIGGER CYCLE & DEALING WITH DIFFICULT PEOPLE

"Are you being difficult or is it just me?"

DON'T GET ME STARTED! DON'T TAKE IT PERSONALLY! - 9:30 am to 12:30pm

This workshop defines what triggers are, how they work and creates a clear understanding of how to deal with them appropriately within the workplace.

DEALING WITH DIFFICULT PEOPLE - 1:00 to 4:00 pm

\$265.00 + GST (full-day)

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*Date: Tuesday November
4th, 2008*

*Location: Ristorante
Verdicchios
City: Sudbury, ON*

*\$265.00 + GST
Ask about our group
rates
(10% off for more
than 2)*

and in Timmins

**TUESDAY NOVEMBER
4, 2008**

**9:00 am to 4:00 pm
Cedar Meadows Resort
TIMMINS, ONTARIO**

HOW TO REGISTER:

Online: www.taoe.ca

By Phone:

(705) 969-8827 or

(705) 866-827-8448

By Email: info@taoe.ca

Learn why people become difficult and the best way to “deal” with people who are being difficult.

* * *

THE LEADER’S CODE OF EXCELLENCE

"Developing the leader from within"

9:00 am to 4:00pm

This workshop is designed to bring out the leader potential in anyone who takes it.

Come spend the day with me and see what the “Leader’s Code of Excellence” entails, have the opportunity to evaluate where you are currently vis a vis those skills and how to develop Leadership Excellence at all levels within your business or organization!