

An Attitude of Excellence

What Does An Attitude of Excellence Look Like On A Daily Basis?



Many flowery phrases have been espoused about having “an attitude of excellence.” From going the extra mile, to looking out for others first, to doing more than you are paid to do, to being proactive versus reactive.

But as a small business owner, I find that there is a disconnect between how an “attitude of excellence” is expressed in words and how it is played out in the workplace! What does this phrase really look like in the flesh?

In the current environment, employees often lose their jobs because the employers need to make a profit or just survive for one more month! In choosing who stays versus who is shown the door, the employer is constantly thinking who is most valuable. Who is excellent at performing varied responsibilities with a minimum of supervision? Who chooses to volunteer to contribute not just ideas, but sweat equity to the team? Who brings in more revenue than

they are paid? And who is “socially comfortable to be around.” Does the worker fit in?

The employee needs to know the employer is constantly considering these factors! And so should the employee!

I’ve searched for checklists that employees could use as a self guide—regardless of industry. I could find none to my satisfaction. So I created a checklist based on the principles in my husband’s book, *An Attitude of Excellence*. I combined that with the wisdom of Byron Puryear, a civil rights activist of the 1970’s, who gave me my very first guide as to how to work and get ahead on Capitol Hill.

Use the checklist on the right to ensure you stay on the right path or to get going in the right direction! If it already is too late, use this checklist to help you become “stellar” for your next position. It may even get you started on growing your own business!

Mother should have taught you most of the items on this list. But I’ve discovered mother might not have known, was too busy to teach or you refused to take the time to learn!

-Delores Taylor-Jolley

Checklist for Your Attitude of Excellence

- ✓ Put on your positive attitude daily. How?
 - Smile!
 - Look people in the eye!
 - Speak first!
 - Listen and acknowledge comments of others!
 - Present information with solutions!
 - Stay silent when others attempt to draw you into gossip!
 - Follow your job description- then go beyond!
- ✓ Keep home life out of the office.
- ✓ Organize your time with to-do lists. Then do it!
- ✓ Get to work early and certainly before the boss!
- ✓ Organize your work area and clean up after yourself!
- ✓ Speak about others as though they were listening and you don’t mind the info being repeated.
- ✓ Mull over what you are going to say...never say the first thing that comes into your mind.
- ✓ Use free time for personal and professional development... read industry magazines, listen to educational CD, podcasts or view DVDs.
- ✓ Dress above your pay grade like you’re destined for success!