

BEGIN RIGHT...STAY RIGHT

MORE Straight-Talk About How to Be Successful on the Job.



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To continue our segment on Begin Right...Stay Right, let's take a moment to review the two areas that determine job success:

1. Technical aspects and skills.
2. How you go about performing your job function; the attitude and related behaviors you exhibit.

In our BRITE Winter Newsletter, we discussed the importance of taking responsibility for yourself, putting customers first, being a team player, and following the rules. By caring about your organization, you are essentially caring about your livelihood and your future. In this issue, we continue to explore what it takes to be successful on the job and learn how to "walk the talk" of good job performance.

GET WITH CHANGE

You no sooner learn and get comfortable with your job and boom, "they" change it. You've almost completed a project and wham, "they" decide to go back to the drawing board. You schedule your time to meet a deadline and whack, "they" move it up. Sound familiar? Either you already have, or eventually will, come face-to-face with change and the frustrations that often accompany it. It's inevitable for all of us. And if you are looking to enhance your job success, the best advice is: Get Over It! Accept It! Deal With It! Appreciate It!

When it comes to the old adage, "The only constant is change," truer words were never spoken—especially in the business arena. To survive and prosper, organizations must respond quickly to changing conditions. Business people who lack flexibility place themselves in harm's way. So don't be one of them!

So how do you learn to deal with change effectively and sanely? By continually reminding yourself that:

- ◆ Although the timing may be

difficult, there's usually a good reason behind the changes you and others are required to make.

- ◆ Those requiring or dictating change (typically managers) rarely control the circumstances they must respond to and if they don't respond, you lose.
- ◆ Change helps you battle your competition and poor economic conditions. No change equals no progress.
- ◆ Everything you now enjoy was a "change" at one time.
- ◆ The fact that you must make changes means you're still employed.
- ◆ Your job is to do whatever the organization needs done. If that involves change, so be it!

GIVE AND EARN RESPECT

Everyone wants it, everyone needs it, but not everyone gets or gives it: RESPECT.

Respect is based on the fact that other people's needs, hopes, rights, dreams, ideas, and inherent worth are just as important and valuable as your own. And it's demonstrated through specific BEHAVIORS such as:

- ◆ Treating everyone with dignity, courtesy, and equality.
- ◆ Appreciating "different" cultures, backgrounds, and ideas—not expecting everyone to be just like you.
- ◆ Avoiding ethnic and sexually-oriented references and "humor" (which isn't all that humorous but is very illegal).
- ◆ Talking with people, not at them, and not about them.

This kind of respect is purely and simply an entitlement (a right), which comes with our human skin regardless of its color or condition. We all deserve it.

LOOK YOUR BEST

Ever notice that with the exception

of certain "show biz" types, most successful people just plain look good? If you haven't, pay closer attention and you will see that it's generally true. High achievers care about their careers and themselves. They care about the image they portray, which means caring about their appearance. And if you're serious about doing well and getting ahead, you need to as well. The good news is that looking your best doesn't take big bucks or require that you dress like someone you're not. It's just a matter of taking pride in your appearance. It's about being neat and clean...about things like unwrinkled clothes, unscuffed shoes, moderate make-up and accessories, and good personal hygiene. And those are things that are applicable to (and important for) everyone—regardless of position, level, function, sex, race, or age.

Make an effort to look your best and you will feel better about yourself. And others (bosses, coworkers, customers) will respond more positively to you. It just works that way.

So getting ready to leave work? Look in the mirror. Do you see someone who doesn't care? Someone who apparently slept in his or her clothes? Or do you see a person who takes his or her job seriously and expects others to take him or her seriously as well?

Succeeding at work is mostly a matter of common sense combined with healthy portions of commitment and self-discipline. YOU are the primary beneficiary of your own success. You are the person whose reputation is enhanced, opportunities increased, and whose name is attached to everything you do. ▶

WORDS TO REMEMBER

The only thing that separates successful people from the ones who aren't is the willingness to work very, very hard.

–Helen Gurley Brown

For true success ask yourself these four questions: Why? Why not? Why not me? Why not now?

–James Allen

Success is a journey not a destination. The doing is usually more important than the outcome. Not everyone can be number one.

–Arthur Ashe

The elevator to success is out of order. You'll have to use the stairs...one step at a time.

–Joe Girard

The only place you find success before work is in the dictionary.

–May V. Smith

Success is the sum of small efforts, repeated day in and day out.

–Robert Collier

The road to success is lined with many tempting parking spaces.

–Unknown

Don't go around saying the world owes you a living. The world owes you nothing. It was here first.

–Mark Twain

There are no secrets to success. It is the result of preparation, hard work, and learning from failure.

–Colin Powell

I can't imagine a person becoming a success who doesn't give this game of life everything he's got.

–Walter Cronkite

The real secret of success is enthusiasm.

–Walter P. Chrysler

If a man is called to be a street sweeper, he should sweep streets even as Michelangelo painted, or Beethoven played music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and earth will pause to say, here lived a great street sweeper who did his job well.

–Martin Luther King, Jr.

Recognize the inherent worth of all human beings.

Eliminate derogatory words and phrases from your vocabulary.

Speak with people—not at them or about them.

Ppractice empathy—walk in others' shoes.

Earn the respect of your coworkers through your behaviors.

Consider others' feelings before acting or speaking.

Treat everyone with dignity and courtesy.

