

BEGIN RIGHT...STAY RIGHT

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



BRITE NEWSLETTER | UCLA HEALTHCARE TRAINING | HCTRaining@MEDNET.UCLA.EDU | 310-794-6281

Whether you are a seasoned coworker or someone just starting employment, no matter if this is your ideal job or merely one stop on a larger career journey, you “oughtta wanna” be successful. *You owe it to your organization*—the one that not only gives you money but also entrusts you with its resources, its customers, and its future. *You owe it to your coworkers*—those whose welfare, performance, and success are inextricably linked to yours. Most importantly, *you owe it to yourself*—the one who ultimately benefits from, or is hampered by, the track record you create each day. Two areas determine job success:

1. Technical aspects and skills; the “how to’s” of processing patient records, making appointments, and providing healthcare services.
2. How you go about performing your job function; the attitude and related behaviors you exhibit to your colleagues and customers.

By building a reputation as a top-notch employee, you increase your odds of enjoying job protection and security, receiving developmental assignments and training, being considered for upward mobility, and landing a similar or better job if the need arises. This allows you to do and acquire the things that are important to you and the people you care about.

Take responsibility for yourself.

Here’s the straight scoop: Unless someone is holding a gun to your head, everything you do in life is your choice. And that is especially true at work. You *choose* how you conduct yourself; how you treat others. You *choose* your attitude and how you respond to stress and adversity. You *choose* the levels of honesty and integrity that you display. Ultimately, you *choose* whether to take your personal responsibility seriously.

The kicker to remember here is that there are consequences to each choice

you make. Bad choices usually have bad ramifications. And blaming others for your choices is a waste of time. The “it’s someone else’s fault!” victim mentality is a sure path to nowhere. Want to be truly successful? Take responsibility for yourself and your choices—and choose well. You are what you choose to be.

Put customers first.

Put *your* customer hat on for a minute and do a little reflection. Have you ever stood in a business, waiting to be served, while the person who’s supposed to be waiting on you completes some paperwork, makes a phone call—or worse, chats with a coworker? That employee is putting his or her business before yours. The wrong person is doing the waiting and saying “I’ll be right with you” doesn’t cut it.

That’s just one of many examples of business people failing to realize that customers are suppose to come first. And if you intend to be successful at work, you’d better not fall in that same trap. EVERYONE has customers, whether they be members of the general public or other employees within your organization—your job exists because customers exist. Failing to serve customers properly may result in them taking their business elsewhere. The only reason why a customer should wait for you to serve them is because you’re serving another customer. And even then, they shouldn’t have to wait too long.

Be a “team player.”

Business is a team sport. You have a collection of individuals who must work together to accomplish a common goal. While the players contribute in varying degrees, no one person can produce a victory on his or her own. Each member has a role—a position. And each position has a variety of responsibilities: sometimes you are in the spotlight and sometimes you’re in the trenches. One thing is for sure: everyone on the team ends up being an equal winner or loser. Are you

a team player at work? Do you give your best efforts regardless of the role you play? Are you willing to do the things that are needed to help the group succeed? Do you work at being cooperative and communicating well with your coworkers? Are you considerate of others? Do you accept and value others’ ideals—especially when those ideas are different from yours? Can you be counted on to carry your share of the load?

If your answers are yes, success is definitely in your future.

Follow the rules.

Getting tired of following the rules? Think there are way too many restrictions to remember and abide by? Well try imagining the world *without* rules. Picture driving your car without signals, signs, or lane markers. Now, picture this scenario *with* rules—but each driver gets to pick and choose the ones he or she will follow and those that will be ignored. In both cases, you’d end up with total chaos not to mention unfair and dangerous conditions. Nope, rules aren’t bad; they are good. They provide stability and guidance and allow each of us to compete on a “level playing field.”

Most of the rules in your workplace represent nothing more than common sense and therefore may seem unnecessary. But, unfortunately, common sense isn’t as common as we’d like to think. Too often, someone, somewhere, does something foolish—forcing the organization to establish yet another written regulation for everyone to follow. That’s okay, however, because rules help us stay on track and avoid counterproductive actions. Successful people accept and understand three key concepts:

1. Rules typically exist for good reasons.
2. Employees are responsible for knowing and abiding by ALL the rules.
3. If you think a rule is problematic, you try to get it changed but you never ignore it.

Care about your organization, but more importantly, care about yourself.

SUCCESS-KILLING PHRASES AND THOUGHTS TO AVOID

- ☞ It's not MY job.
- ☞ It's not my problem.
- ☞ Everyone else does it.
- ☞ That will never work.
- ☞ We tried that before.
- ☞ We've always done it that way.
- ☞ It doesn't matter.
- ☞ It's good enough.
- ☞ Some rules were meant to be broken.
- ☞ Someone else will do it.
- ☞ I don't care what other people think.
- ☞ I could get more done if it wasn't for all these customers.
- ☞ I don't need any help.
- ☞ I know everything I need to know.
- ☞ Rumor has it that...
- ☞ I don't care.
- ☞ I just do what I'm told.
- ☞ I can always find another job.
- ☞ I just put in my time and then get outta here.
- ☞ They don't pay me enough to do that.

Want to Learn More?

Be on the lookout for our Spring BRITE Newsletter that will continue on this topic of *Begin Right...Stay Right*, for more tips on how to be successful on the job.

Also, ask us about how you can participate in our *Connecting with Customers* service training course being offered this Spring.

HOW SUCCESSFUL ARE YOU?

TAKE THE SELF-ASSESSMENT TO FIND OUT WHAT PATH YOU ARE ON...

Read each statement below. Think about it then respond as honestly as possible by marking the appropriate box with an .

YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	1. I take full responsibility for my actions, behaviors, and attitudes. I avoid “passing the buck” or blaming others for my problems and mistakes.
<input type="checkbox"/>	<input type="checkbox"/>	2. I know and follow ALL of the rules established by my organization.
<input type="checkbox"/>	<input type="checkbox"/>	3. I make a habit of volunteering for work. When I see things that need to be done, I do them without waiting for others to take the lead.
<input type="checkbox"/>	<input type="checkbox"/>	4. I'm a considerate coworker. I regularly clean up after myself and avoid behaviors that may disturb others or cause them additional work.
<input type="checkbox"/>	<input type="checkbox"/>	5. I make a special effort to cooperate with the other members of my team and make sure that I consistently carry my share of the load.
<input type="checkbox"/>	<input type="checkbox"/>	6. I am committed to providing the best customer service possible. I continually place customer needs before my own.
<input type="checkbox"/>	<input type="checkbox"/>	7. I remember my promise and commitments, and I KEEP THEM.
<input type="checkbox"/>	<input type="checkbox"/>	8. I look for (and seize) opportunities to help my coworkers be successful rather than just “being in it for myself.”
<input type="checkbox"/>	<input type="checkbox"/>	9. I treat everyone with the same level of dignity and respect that I want for myself and the people I care about.

Checking Your Results

Review each of your statements above and put a check (✓) next to each YES response and a bullet (●) next to each NO response. The statements that have a check are your areas of success—keep doing what you are doing! The statements with a bullet are the areas you should work on in order to increase your overall job success. Develop informal action plans, make a personal commitment to see them through, and get started today!

