

Scott Wheeler

From: Clear Direction Inc. [mailer@cleardirection.com]
Sent: Monday, April 07, 2003 2:09 PM
To: scott@cleardirection.com
Subject: eLesson 2 of 13 for: Sample Employee



Establishing Your Trustworthiness

Can I count on you? One of the foundations of being trustworthy is being consistent. If I give you a responsibility, will it be carried out to the standards and within the timeframe that I expect? Managers need to be able to depend on their employees. One of the critical elements of a manager's ability to depend on his direct report is consistency – can the manager count on certain behaviors, actions, results, or responses? Is your manager ever surprised after you are given a job to do?

In order to be a dependable employee, you have to be consistent. Few of us really have consistent energy or attention levels, desire, or commitment and drive. But we have to perform at consistent levels because other people expect consistent results and behavior. The key to becoming an effective worker is to learn how to do consistently good work, even when we feel bad or have no desire to keep trying.

Are you performing at a consistent level that people can count on?

While your feelings and attitudes are very important, when it comes to doing your job, they can get in the way of your being consistent. In most cases the person who supervises you has to report to another person. That person and the business need you to do your work well in spite of how you feel. While your direct supervisor may care about your feelings and be empathic toward you, often the person the next level up is more concerned about getting the desired results. Be careful that you do not think that just because your boss cares about you, that such concern and empathy erase the need for you to do your work well on a consistent basis. In most cases the company can only afford to employ you because a customer is paying for the results of your efforts. If your results are not always acceptable, then it is very likely that the company will either not be able to continue to pay you or will believe that it is better to pay someone else to do what you do.

It is important to keep these straight:

- Pay has to do with what you accomplish
- Compassion and empathy have to do with who you are
- Longevity and tenure only have to do with how long you've been around and only have value if they result in your doing a better job today

Do an excellent job on a consistent basis and you will deserve to be well paid and maybe promoted to handle more responsibilities in the future. People who handle the small things well are given the big things. People who consistently do excellent work, are trusted first.

Your profile indicates that you focus on getting the job done and seeing results. This can be your internal source of motivation to continually get results and be effective in your job. But you also want to be careful because this can cause you to want to cut corners and not be consistent in the quality of your work if it looks like it might not make a difference.

Your profile indicates that your inner desire to be dependable is one of the principle sources of consistency in people. With your having high standards and striving to be self-disciplined, you have one of the keys to consistency and stick-to-itiveness. Be careful that you are not so perfectionistic that you wear yourself out by trying to meet your high standards and therefore take too long to complete your

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work or never complete it because you're tired of dealing with it or unwilling to say it's finished because you feel it can always be improved.

Self Audit

Often we are not able to tell how we are doing when we evaluate ourselves. The following behaviors or thoughts are indications that you would benefit from giving more attention and personal discipline to consistently doing excellent work:

- Your boss indicates surprise that you have not finished something that was expected
- Your boss has to correct or improve something you have completed
- Your boss gives a task or responsibility that you have done in the past to someone else
- You catch yourself thinking, "That's good enough, no one will ever notice."
- You catch yourself thinking, "That's good enough and a whole lot better than X's work!"
- You find yourself not saying your work is finished because you are concerned it may contain a mistake or be able to be improved upon

Questions To Ask Yourself

- Are you proud of the work you do? Do you do a job that you would be proud to show your loved ones?
- Are you proud of how your workspace looks and the image it presents to others?
- Do you do excellent work on a consistent basis or is your work quality up and down?
- Can others count on you to be thorough and your work always being well done?

Be sure to give time and attention to doing your work in such a way that you would be proud to show your friends and loved ones what you have done.

Thank you,
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