

## How to Impress Your Boss

Your relationship with your manager or supervisor is one of your most important professional connections. Nurture **that** relationship, and **make** it a positive one.

**Bring solutions to the table.** Instead of complaining about what's wrong, think of ways to solve issues and improve processes.

Present them in a clear, action-oriented manner with a plan for how you'll implement the idea and make it work.

**Ask questions.** If you don't understand an assignment, ask for more direction and clarification. Before you walk away from a conversation with your supervisor, make sure you have all the information you need. Take notes if necessary.

**Step up.** Volunteer for projects that are a stretch for you. Demonstrate that you're willing to step beyond your comfort level and learn new skills in order to succeed. Pay attention to what your supervisor and your workplace need, and be the one who provides it.

**Keep your promises.** Be realistic about what you take on, and make sure you can deliver.

**Ask for help.** Don't go it alone or suffer in silence. If you're having problems with an assignment, a co-worker or an issue at work, speak up. Just do so in a constructive manner and avoid placing blame.

**Adopt a winning attitude.** Be the type of employee you would want to hire. Keep a positive attitude, avoid negative behaviors, and show that you're ready and willing to handle whatever comes your way. Your supervisor depends on your winning attitude to be an inspiration to others.



## More Ways to Win at Work

- ✓ Choose the most important project and work toward completing it.
- ✓ Help a co-worker.
- ✓ Write down five things that went right today.
- ✓ Say "good morning" to five people, with a smile.
- ✓ Challenge yourself by doing something that you find difficult.
- ✓ Learn something new.
- ✓ Praise someone for his or her good work.
- ✓ Be decisive.
- ✓ Slow down. Don't rush through your work or do too many things at once.
- ✓ Say "thank you" to someone who has helped you.
- ✓ Spend 15 minutes doing something you enjoy.
- ✓ Tell yourself it's OK to be less than perfect.
- ✓ Celebrate your latest accomplishment, no matter how small.

**Final thought:** Realize that everyone has a bad day sometimes. Not every day will be your best. Shake it off and know that you have the power to make tomorrow better.



# Winning at Work

## How to Meet the Challenges



## Do You Have a Winning Work Style?

You do your work every day with a style that's uniquely yours. Maybe you've noticed that some people seem to fit better in certain jobs or they work better with some people more than others. Certain work-style traits can make a big difference in how well you work at your occupation and how smoothly projects flow for you.

Take a look at these statements. Which ones sound like you?

- I work best when I can focus on one task at a time.
- I thrive in a high-energy, fast-paced environment.
- I am detail-oriented.
- I like to generate new ideas.
- I take initiative to work on my own.
- I feel most engaged when I'm part of a team.
- I feel comfortable when I'm in charge.
- I respect authority.
- I like to follow my gut instinct.
- I care about my reputation.
- I work proactively to prevent any errors.
- I bounce back from setbacks.
- I let go of anger and conflict.
- I'm open to points of view that are different from my own.
- I have a healthy balance between my life and work.
  - I am flexible — I cope with change in healthy ways.
  - I like to work with clearly outlined expectations.

**Winning ways:** Winners know their strengths, weaknesses and personality traits, and how those things affect their work. Clarifying your work style and knowing where you excel can help you in seeking out new challenges.

### Define Your Work Style

## How to Meet the Challenges

Success is grounded in the positive. When the day throws you a curveball, consider the following approaches:



### ●TURN negativity around.

A pessimistic attitude works against good outcomes. Start every day with a smile — sometimes just the physical act of turning up the corners of your mouth can make you feel better. Try to see the good side of every situation and recognize obstacles as opportunities to learn and grow.

●DEFUSE conflict. You could choose to walk away and cool off, agree to disagree, or find common ground with the other person. Often, if you confront a negative attitude or conflicting viewpoint with kindness and compassion, you can alleviate potential conflict.

●ACHIEVE your goals. Your goals should be in line with what matters most to you, professionally and personally. Set goals that are a stretch, but not so lofty that you'll get discouraged trying to meet them. Have a timeline and a schedule for each goal, and break large ones into manageable pieces. Measure your progress and reward yourself for every small success along the way. Your goals are your road map to success.

●BALANCE life and work. The link between personal and work life is strong. Just as what an athlete does off the playing field affects his or her athletic performance, what you choose to do off the job can affect your productivity on the job. Make time for yourself — relax, do special things with family and friends, play a sport, practice a hobby. Make time for exercise, balanced and healthy meals, and getting enough sleep. A personal life that is enriching and energizing encourages a winning work attitude.

### ●PROVIDE excellent service.

Unless you work in sales or service, you may think you can skip this one. Think again. Anyone who asks you for something — a supervisor, co-worker, subordinate — becomes your client. Keep your promises ... listen actively to what others have to say ... be clear about expectations and honest about what you can and can't fulfill.



●MANAGE time wisely. You can't add hours to your day, but you can make the best use of your time. Schedule your most demanding work for times when you have the most energy. Batch similar tasks together ... be cautious about multitasking (you might feel busy, but may not be finishing any one task) ... avoid over-scheduling.

### ●MANAGE stress. There's no escaping stress.

The key is to develop resilience — the ability to bounce back from stressful events and let things go. When stress builds up, it can damage your health and your productivity. Find stress management techniques that work for you, and use them daily to boost your resilience. **Try:** Exercise, quiet reflection, visualizing a peaceful place or deep breathing.



## 5 WAYS TO FIND YOUR FOCUS

- 1 If you find your resolve weakening, set a timer for five more minutes and stick to the task. By the time the bell rings, you may find that you have pushed past the wall and refocused.
- 2 Practice. Gently return your mind to the task at hand when it strays. Eventually, you will train yourself to stay on task.
- 3 Stop fidgeting. A quiet mind is often mirrored by a still body.
- 4 Pay attention to one thing only. Jumping from one task or thought to another weakens your ability to focus.
- 5 Clean your space. Have in front of you only items related to the work at hand.

