

The Coaching Authority

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FIVE STAR
PERFORMANCE

Anything You Can Do – You Can Do Better!
FIVE STAR PERFORMANCE, LLC 574-286-1123

If Dogs Could Teach

If a dog was the teacher you would learn stuff like:

- ◆ When it's in your best interest, practice obedience.
- ◆ Let others know when they've invaded your territory.
- ◆ Run, romp, and play daily.
- ◆ Thrive on attention and let people touch you.
- ◆ Avoid biting when a simple growl will do.
- ◆ No matter how often you're scolded, don't buy into the guilt thing and pout...run right back and make friends.
- ◆ Eat with gusto and enthusiasm. Stop when you have had enough.
- ◆ Be Loyal. Never pretend to be something you're not.
- ◆ When someone is having a bad day, be silent, sit close by and nuzzle them gently.



—Author Unknown

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— Business Boost —

10 Questions for 2007

"The secret of success in life is for a man to be ready for his opportunity when it comes."

— Benjamin Disraeli

Are you, and your business, ready for each opportunity as it arises? Do you know where you are going in 2007 and how you will get there?

Here is a list of questions to help you prepare for future opportunities and today's success.

Answer these questions to the best of your abilities and keep this as a working document for your business...and life.

1. What will your company look like in 3, 5, 10, and 20 years from today?
2. Who is your competition?
3. Are they better in any areas than your business? (If so, what areas and how?)
4. Who will be your competition? Do you see any new competitors coming in to your industry?
5. Can someone put you out of business today? (How and why?)
6. What do you do better than anyone else? (How do you know?)
7. What are the weakest areas of your business? (Staffing, billing, marketing, etc...)
8. What are the biggest challenges you are facing in your business? (And that your industry is facing)
9. Do you have specific goals, outcomes, and results outlined for your business?
10. What is keeping you from achieving these goals?





ONE MINUTE IDEAS

Customer Service

Use positive language – not negative – to ask customers how satisfied they are. Say *"Can you suggest ways for us to improve our service?"* instead of *"Do you have any complaints?"*

Add More Power to Windows XP

Supercharge your desktop by installing the Microsoft *PowerToys* for Windows XP. Get an enhanced calculator, an image re-sizer, virtual desktops, and more with this collection of utilities that are free.

Check it out at:

www.microsoft.com/windowsxp

Always bear in mind that your own resolution to succeed is more important than any other one thing.

— Abraham Lincoln

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Tips To Make You A Better Listener

You can become a better listener if you want. You can stop some of the main causes that affect listening before they begin. Changing your environment and approach to listening will result in better listening and better communications.

Control Distractions. One of the biggest distractions is the telephone. You are giving the speaker your full attention and then the phone rings. When you answer the call you are sending the message that you are not listening and it interrupts the discussion and train of thoughts. You can avoid this by directing all calls to voice mail or have an assistant answer the incoming calls.



Be Organized. If your desk is cluttered with paper, notes, books, etc. than your eyes will probably skim the material and you will find that you end up reading some of those instead of listening. File or put the stuff in a drawer so that you won't be distracted. If you go to a meeting room, take only material related to the topic of discussion.

Be An Active Listener. Participate in the discussion by asking questions and clarifying what is being said. This will show the other person that you are understanding and interested in what they are saying.

Take Notes. It is virtually impossible to remember everything that is being said in a lengthy conversation. Jot down notes and key phrases to jog your memory for future reference. Immediately after the meeting write the details and a summary of the discussion.

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Identifying Potential Team Leaders

As a team leader, you are the most important source for identifying potential team leaders in your company. This list shows some of the things you should remember as you evaluate your team members:

- ✓ **Have** clear goals and objectives outlined for each member. (Or review what they have outlined)
- ✓ **Observe** each members behaviors, skills, attitudes, values, and personalities.
- ✓ **Make** sure each team member has an opportunity to be the leader of a project or task.
- ✓ **Encourage** them to enhance their skills by attending seminars, getting leadership training and development, and/or taking educational courses.
- ✓ **Keep** everyone aware of your teams goals, objectives, and accomplishments.

— Gary Sorrell, Sorrell Associates © 2006

When you get to the end of your rope, tie a knot and hang on.

— Franklin D. Roosevelt