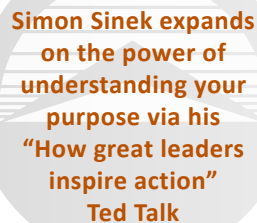


Performance Best Practices

15 Traits of Top Performers

Truly Understand the Big Picture and Expectations.

Great employees have a solid understanding of their priorities, and how their actions support their team and organization. If you're unsure of your priorities and expectations, ask your Manager to outline what they want you to accomplish over certain timeframes (i.e. 1 month, 3 months, 6 months, 1 year, etc...).



Simon Sinek expands on the power of understanding your purpose via his "How great leaders inspire action" Ted Talk

Build Strong Relationships.

We believe that building relationships should be part of every job description. Know the key stakeholders you'll be engaging with, and make an effort to meet those individuals, in person if possible. Invest time to learn about them. Making this "social investment" can build trust and comradery, and positively impact your job satisfaction.

Be a Culture Contributor.

Susan Wheelan, author of "Creating Effective Teams" notes that it takes the average new team 6 months to become truly productive, but each individual team member can positively influence that. Getting to know your team, understanding their roles, backgrounds, goals, pain points, how they work best, etc... is a great first step. Other quick ways you can make a difference include: helping peers, providing praise, proactively sharing knowledge, sending details of beneficial events/trainings/user groups, or leading 'Lunch n Learn' type training sessions.

Engage in Continuous Professional Improvement (CPI).

Identify areas you can develop to further contribute to your team, manager, project and/or organization. Adopt a "growth mindset," and consistently revisit target improvement areas. Use a SWOT analysis as a tool for CPI, and view weaknesses as opportunities for professional growth!

Seek and Embrace Feedback.

There's no such thing as a perfect employee! We all have areas we can improve upon. Don't wait for your Lead, Manager or Client to provide you feedback, especially if that's not done periodically. Always approach them and tactfully determine feedback, using questions like "Is there anything else you'd like me to be doing? Or, any improvements you'd recommend? Other ways I could be helping with this project, our team and/or supporting this client?"

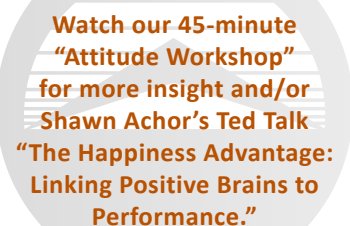
Strong Initiative, Ownership, Proactively Help and/or Provide Unanticipated Value.

There are 3 different ways you can help others that we've found. First, reacting to their "call for help," such as when a Manager asks "can anyone do this task?" Second, is by asking them what else you can help with. Third, giving them specific examples of things you can help with. Take the initiative to go above and beyond to identify additional ways you can provide value to your Manager, team and client, and it won't go unnoticed. One of our Managers noted " my top people don't engage in any activities that don't serve a purpose, or correlate to value."

Focus on a Positive Attitude & be Solution-Oriented.

Attitude impacts so much, including your brand, relationships, job satisfaction and productivity. One statistic is that "positive and happy employees outperform their negative counterparts by 56%." We all have bad days, but there are usually little things you can do to improve your mood. Remember, just because

you're having a bad day doesn't mean anyone else has to know about it, and if your sour mood shows, it will likely negatively impact the mood or energy of those around you.



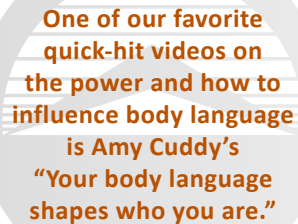
Watch our 45-minute "Attitude Workshop" for more insight and/or Shawn Achor's Ted Talk "The Happiness Advantage: Linking Positive Brains to Performance."

Resilient and Views Failures/Mistakes as Growth Opportunities.

Mistakes are inevitable. It's how you handle those mistakes that matters to your Manager. If you get defensive, don't take ownership, don't take measures to right any wrongs, and/or don't learn, that's when it could hurt you. Always focus on the 'Lesson Learned' behind the mistake and bounce back! One of our favorite quotes by Lawrence Shames is "success and failure... We think of them as opposites, but they're really not. They're companions; the hero and the sidekick." One of our VPs always says "you have to fail in order to learn."

Effective Communication.

There are a lot of components of quality communication outside of body language and verbal communication. The best communicators proactively communicate status updates, challenges, progress, etc... Also, especially in the early phases, communicate what you need to be successful. Not every Manager will ask their employee/s "What else do you need to do your job? Experiencing any challenges?" Therefore, tactfully and concisely outlining the top things you need to be able to thoroughly and effectively do your job will go a long ways!



One of our favorite quick-hit videos on the power and how to influence body language is Amy Cuddy's "Your body language shapes who you are."

Reliable & Consistent.

One of the worst things you can do for your professional reputation is to be consistently late or miss work, be unresponsive or unavailable, or demonstrate other traits that show you're not a reliable employee. Always take measures to ensure you're responsive (i.e. business etiquette is still within 24 hours) and on time/early. Also focus on delivering quality products/deliverables every time!

Focus on Quality.

Top performers deliver quality products! It's beneficial to adopt the CPI mentality, and ask yourself "What can I do to make this better?" Review your product multiple times and follow a quality assurance process. You can also ask a close confidante you trust to review key deliverables.

Strong Work Ethic.

Comments like "they were one of the most hard-working members on the team" always stand out. Be aware of how productive you are during the day, and take measures to increase your productivity. Minimize distractions, evaluate habits of others, eat a healthy breakfast, be aware of which environments you're the most productive in and find a way to add some of those elements to your environment, catch yourself when you lose focus and re-engage, give your body nutrients and stay hydrated!

Efficient.

There's always ways we can do our job better, more effectively and efficiently. It's helpful to analyze your workflow to determine streamlining opportunities. Also, invest time taking training around topics like mindfulness, time management, organization, etc... in an effort to learn tricks to increase efficiency.



Lisa DiTullio's "Mind Over Matter" Toolbox Talk has some great suggestions around time management and efficiency

True to themselves.

Key employees know who they are, are confident in who they are, and aren't afraid to showcase their personalities. Utilize your "personality strengths" to your advantage!

Excellent customer service.

No matter what job you're in, you're serving someone. Often times, you're providing a service to a variety of stakeholder groups. "Providing exceptional customer service" is another aspect that we believe should be a key part of every job description!

Aspects we believe should be part of every job description?

1. Make effort to positively influence culture
2. Deliver exceptional customer service to all stakeholder groups
3. Invest time and energy in building relationships
4. Continuous focus on professional development