



# Get On With It!

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ASSOCIATES

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# TO IMPLEMENT CHANGE

## NOTES

- There's got to be an easier way
- Based on our experience...
- Let's try it this way
- Let's do it together—Shared responsibility
- Agreement that change is needed
- A feeling of involvement in the solution
- What will happen if we don't change?

# SOLVING A PROBLEM

- View the problem as positively as possible
- Search for the *real* problem
- Investigate the facts and find the causes
- Write the information down
- Form a direction focused on results
- Evaluate and interpret
- Review options
- Choose the solution based on available data
- Build benchmarks and watchdogs
- Implement solution and check results

## NOTES

## A WINNING TEAM...

- Works to serve and keep customers/guests happy
- Gives more than expected
- Remains flexible and adapts to change
- Respects its members
- Continually fine tunes a quality environment
- Believes in communication and listening
- Accepts learning as an ongoing process
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- Celebrates together

# EARNING THE LEADERSHIP ROLE

- Leaders have focus, direction, and commitment.  
(Making a difference...)
- Leaders see the big, visionary picture.  
(Little things mean a lot...)
- Leaders set consistent, high-quality standards.  
(Beyond reproach...)
- Leaders are changers/changeable.  
(Flexibility for the future...)
- Leaders follow the Golden Rule.  
(Attune to others' feelings...)
- Leaders are decision makers and may stick their necks out.  
(Willing to take a stand...)
- Leaders control the power throttle.  
(Know when and how much...)
- Leaders respect their part of the information circle.  
(“Have I told you lately...”)
- Leaders work with themselves and their groups to build teams.  
(Together we learn...)

## SOME REMINDERS TO GET OUT OF THE “PITS”

1. Start the day a little earlier.
2. Have reasons for getting up  
(Review them the night before).
3. Be around positive people.
4. Watch your diet—you are what you eat.
5. Plan for a busy day.
6. Say you are a good person.
7. Evaluate your habits  
(Change 2 or 3 that tear you down).
8. List negative things in your life on one side of a piece of paper, list positive things on the other side.
9. Aim at doing your best each day  
(Counteract the “FLOAT”).
10. Do something you enjoy—reward yourself.
11. Accomplish something—step back and admire it!
12. Think you are in the “PEAKS”