
The Results Register

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THE QUINTESSENCE CORPORATION
Cultivating Potential into Performance and Profit

Fun And Motivation In The Workplace

Smart companies know that good employees become restless when work stops being fun.

To increase the motivation and fun in your organization, follow the example set by these successful companies.

- **Southwest Airlines** is famous for encouraging their employees to have fun with their customers and co-workers. They hold contests throughout the year.

Examples: A terminal design contest, a Halloween costume contest, a chili cook-off contest, and a newsletter design contest.

- **Crate and Barrel** encourages managers to give their sales associates a "surprise hour off" to walk, exercise, shop, or whatever they would like to do to come back refreshed.

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'...good employees become restless when work stops being fun.'

Find An Applicant's Biggest Weakness

Most job seekers are savvy enough to anticipate common interview questions such as: "What are your strengths?" and "What are your weaknesses?"

You're bound to receive a canned response if you stick with those old chestnuts. You'll be a lot more

successful at uncovering a candidate's shortcomings if you ask:

- "Can you share with me three areas of your performance you're trying to improve?"
- "Tell me about a time when you lost your temper at work."
- "Tell me about a time when you were working on a team and you thought the group was heading in the wrong direction. What did you do?"
- "In the past, how have you responded when a manager criticized your work?"

Source: *Manager's Edge*, as adapted from *Customer Service Manager's Letter*, Bureau of Business Practice.

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Motivational Quotes

Once you get people laughing, they're listening and you can tell them almost anything.

- Herbert Gardner

To be successful you must be balanced personally and professionally.

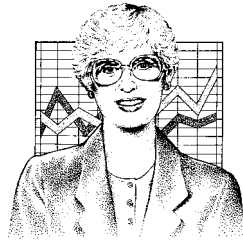
- Gary Sorrell

Continued from page one – *Fun in the workplace*

- **Bank of America** sponsors a one-month “Laugh a Day” challenge. Employees try to make co-workers laugh with jokes and cartoons.
- **Dun and Bradstreet** gives “Stress Support Kits” to customer service consultants. The kits contain chewing gum, aspirin, a comedy cassette, wind-up toys, and a rubber ball for squeezing during stressful moments.

Did you know...?

One in nine officers in a large corporation is a woman.



Five Tips For Creating An Inspiring Work Place

1. Find out what your boss or your colleagues need for them to be great at their job. Help them get it.
2. Decide what you need to be great at your job. Ask for it!
3. Find ways to bring out the best in others every day.
4. Leverage your talents by understanding what you are really good at and love doing...then do more of it.
5. Change happens when you change. Be a leader.

E-Mail Tip: Watch that Caps-Lock Key

When sending e-mail, or participating in a chat room or discussion forum: Don't type your messages in all caps. Doing so **MAKES IT LOOK LIKE YOU'RE SHOUTING** and large amounts of such text are hard to read.

Are We Really Listening?

The next time you're in a conversation with someone think about this question for a second.

Many times we're simply thinking of what we're going to say next, rather than actually listening to the person with a clear mind. If you're guilty, as I



sometimes am of this, there's some really bad news. The other person knows this as well. It's written all over our faces.

It's in the very words that we use to follow up with in our discussion with that person. The good news is that by making ourselves aware of the fact that we're not truly listening we can begin at that very moment correcting the problem. Make yourself aware of the importance of listening and you'll reap many rewards. It's one of life's most awesome facts that people are drawn to those who are good listeners. Upon reading the biographies of many leaders one thing is clear. Each in his or her own way is a magnificent listener.

Reprint permission from Josh Hinds

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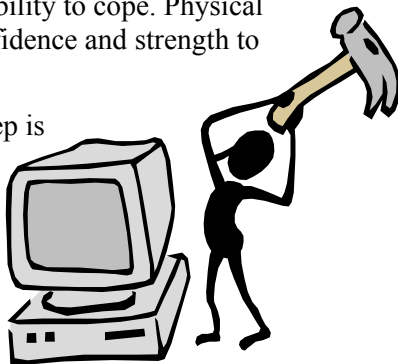
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Three Easy Ways You Can Alleviate Stress — Right Now!

The first step in tackling stress is to understand that you are in control of it. Stress is not the outside world attacking you—stress is the way *you react* to the outside world. Two people may undergo the same experience, but one may feel “stressed” while the other may not. The person who feels easily stressed probably has a weaker coping mechanism.

Here are some shifts you can make to reduce stress:

- **Get physical.** Make exercise a part of your day—even taking the stairs instead of the elevator counts. Besides a million other positives, exercise enhances your ability to cope. Physical exertion provides you with the confidence and strength to keep slicing through adversity.
- **Sleep.** Seven to eight hours of sleep is a must to help refresh your mind. Throughout the night, your brain processes the day’s information and prepares itself for gathering and receiving tomorrow’s data. Without proper rest, you begin stacking new thoughts on top of old ones and the resulting overload takes the form of stress.
- **Be realistic.** You can avoid stress by dropping any unrealistic expectations you might have, such as needing unanimous approval for everything you do, thinking people should always respond the way you anticipate them to, and expecting to win every time.



Adapted from *Your Workday*, by B. Hemphill and P. Quinn Gibbard (Reader’s Digest)

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Web Site Of The Month

BanxQuote -

This site provides mortgages, loans, credit card and CD rates in all 50 states. In addition, you can receive daily market quotes and rates on Banking, Auto, Home and Consumer Finance.

Check it out at: www.banx.com



ONE MINUTE IDEAS

Back-Up Important Data

What would you do if your computer suddenly and completely failed, all the contents of your hard drive lost? Do you have a backup of the important information on your computer? It's a good idea to keep regular backups, including some off-site in case of fire or flood.

Password Tips

Be careful when choosing passwords, easily guessed passwords can expose you to security risks. Don't use simple dictionary words or your birthday, but rather mix in numbers and even some capital letters. If you have trouble remembering, find a safe place to store a list of your passwords in case you forget one.

Switch Between Windows, Fast!

Looking for a shortcut to switch between those multitudes of windows you normally have open? Hold down the <alt> key and press <tab>. This will allow you to easily switch between windows without leaving the keyboard.

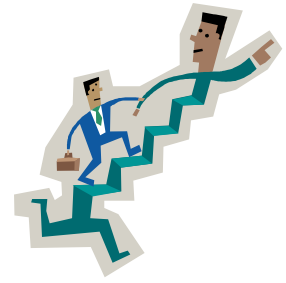


Mentors

What is a mentor? According to Greek legend, the goddess Athene liked to come down to earth disguised as a man named "Mentor" so she could advise the young son of Ulysses. (The Greek root "men" means remembering, thinking or counseling; we still use it in words like "mental.") Today, a mentor is an experienced and trusted counselor, anyone who guides and encourages another, especially someone younger.

Mentors come in all shapes and sizes, formal and informal. Usually your mentor is someone who takes a personal interest in your progress, seeing your potential and regarding you as just a bit more capable and talented than you think you are. Not too much more, or you'll dismiss their opinion as unrealistic. Not any less, or you'll have nothing to strive toward.

In my own life, I've had many excellent mentors -- wise bosses who guided me and exciting clients who encouraged and inspired me to be the best I could be. We all have mentors who don't know they are our mentors. They are all around us as we watch and learn from what they do and say. Many people have told me I had been their mentor the first time we met.



Good mentors are the people who put the gas in your tank and give you a road map to where you want to go.

Source: PFripp@Fripp.com, www.fripp.com

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