

Entering The No - Whining Zone
Providing Service With
Excellence!

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Entering The No – Whining Zone Providing Service With Excellence



- Explore the causes of workplace whining!
- Coping Strategies for Today's Workplace!
- Strategies for Maintaining Excellence in Providing Services To Our Constituents!
- Sharing of Customer Relations Tips!

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- Excellence is not Cheap!
- Excellence Requires Commitment!
- Excellence Requires the Ability to Cope!
- Excellence Requires Flexibility!
- Excellence Requires More Than Talent!

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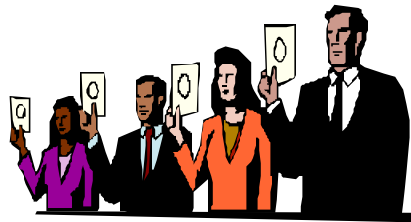
Causes and Types of Whiners!

- That's not my job.
- Why do I always have to work late!
- My Boss is SOOO clueless!
- My co-workers don't pull their weight!
- “Better Not Mess With Me Today!
- I might go Postal Today!



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- Catbox Coverups! – These whiners spend most of their time trying to fake like they are doing their jobs!
- Sick Leave Slicks – These Whiners always have health problems.



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- Comp-Time Commandos – These whiners always want comp-time or some other accommodations if there is any change in their job.



- Systems Scanners – These whiners know the employment handbook better than they know their jobs!



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- **Bad-Fit Fred and Freda** – These Whiners probably realize that their salary is greater than their qualifications for their job.
- **Litigious Jamal and Shareka** – These whiners usually practice law without a license on the job!



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- **Beulah the “Intimidator”** – These whiners will usually say that everyone is intimidated by their style or intelligence!



- **Josiah the Saint** – Never Whines openly but rarely gets anything done!



Source: Mike and Paula Collins
Raleigh News and Observer

Source: Office of the President

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- Coping with the Whiners!
 - All Whining is not Bad!
 - Praise (solicited and unsolicited) does wonders!
 - Deal with the Problems!
 - Require Specific Solutions for Specific Problems
 - Beware of Opinions!



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Excellence in Providing Services Reveals:

Your Values!

What you really want out of Life?

How you use your time and money?

What you do in leisure time?





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Excellence in Providing Services Reveals

Cop-Outs – They won't commit to excellence!

Holdouts – Dreamers who never respond to the challenge!

Dropouts – When the Going Gets Tough – The Tough Get Going!

All Outs – Inspirational with a can do attitude!



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- Excellence in Providing Services Reveals
 - All Out – Inspirational with a can do attitude!



Source: Office of the President



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Strategies for Maintaining Excellence!

1. Be Flexible, Be Prepared, and Open to Opportunities!
2. Is Your Vision for Your life Greater Than the Preparation!
3. Know Your Leadership Style (Strengths and Weaknesses!)
4. Excellence is a Personal Agenda!

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Personal Strategies for Excellence

- You have to be what you are and never forget that!
- Remember People Want To Be Around Happy and Motivated People!
- Develop and Nourish Your Positive Attitude and Add a Dash of Character Each Day!
- People Who Complain About Everything and Everybody Will “ZAP” Your Energy!
- Protect Yourself From “**Emotional Thieves**”!
- You Need People Who Know All About You and Still Love You!



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Ten Commandments of Working In a Hostile Environment

1. Know That You Are The Right Person for the Job or Position You Now Hold!
2. Don't Expect To Be Appreciated!
3. Embrace Opportunities for Change!
4. Do Your Job Well – Remembering the Vision!
5. Don't Let The Environment Get Inside of YOU!



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Ten Commandments of Working In a Hostile Environment.

6. Increase Your Capacity to Work With Difficult Personalities!
7. Where You Are Is Not Where You Are Going!
8. Achieve Optimal Results With Minimal Confusion!
9. Don't Pledge Allegiance to Cliques and Groups!
10. Always Keep Your Song Near You!



Adapted from T.D. Jakes
Working in a Hostile Environment

Source: Office of the President

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Keys To Leaving the No Whining Zone

- A Can Do Attitude
- A Good Work Ethic
- A Good Appearance
- Listening and Hearing Skills
- Problem Solving Skills
- Taking Responsibility for Your Actions
- Flexible Work Style and Personality
- Good Communications Skills
- Respect for Diversity



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“Nobody Has All The Answer”

From: John Heider (The TAO of Leadership)



Thank You For Attending!



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