

Some Resolutions Executives Wish You Would Make

By Judith Filek—President
Impact Communications, Inc.



It's the New Year. A lot of us make resolutions. "Go to the gym." "Eliminate sweets." Have a real lunch, instead of a latte." Most resolutions that I hear are about people's waistline- rarely any about one's professional life. This prompted me to ask executives I work with what resolutions they wish people would make about their jobs. Here are their top five:

Focus on the task. Stop complaining. Everyone is overworked. Everyone is dealing with stress and having to do more with less, no matter what their job is. Verbalizing how you feel brings down morale and makes it difficult for the whole team or department. Also, you will be seen as a whiner.

Solve your own problems. Don't dump a dead fish on the boss' desk. The mark of a true professional is to find solutions. You are the person closest to the situation. Of course, update the boss on what you have investigated and the solutions you are considering. If he or she has strong feelings or personal preferences, they will surely voice them.

Leave the boss out of people issues. He or she does not want to be a referee. Speak to the annoying person directly. Avoid gossiping and speaking behind a person's back. Often, the person you find

difficult may not be aware that what they are doing is problematic.

Go the extra mile. Often teams are located around the globe. There are time zone issues, but people need answers to complete their tasks. Allow yourself to be contacted after hours when necessary. You will be seen as a valuable team player, especially by those needing assistance in remote locations. Your boss will also notice.

Commit to finding a new job. If you feel your work situation is toxic, look for a transfer to another department or seek a position with another company. Your mental health is at stake. You will know it's time if you find yourself binging on food, drinking a lot of alcohol, having sleepless nights or dreading going back to work on Monday. Update your resume and picture your dream job waiting for you.

While New Year's resolutions concerning your personal life are important, do not forget that you spend more awake hours on the job than off. Consider making some realistic resolutions related to your job. Then, follow through! Set goals and measure your success. Happy New Year from all of us at Impact Communications, Inc.

***Question:** What professional resolutions might you consider? What have you found improves customer loyalty? We're interested in your reaction to this article. Click here – to comment on this article, share your concerns or ask questions. Judy will respond to all questions.*

Impact Communications, Inc. consults with individuals and businesses to improve their presentation and telephone communication skills. It is not what you know but how you communicate it that makes a difference. When you have to have impact, phone (847) 438-4480 or visit our website, www.Impact-CommunicationsInc.com.