

# EXCEPTIONAL EMPLOYEES OPERATE LIKE OWNERS

By John Madden

If you see yourself only as working for someone else, you're limiting your success. You alone are responsible for your life and what you produce.

For many, the job-life was different in the "good old days." They came to work and did what was required. They didn't make any waves and they were rewarded with a regular paycheck, annual vacation, and health insurance.

Today, you must show what you've produced. What have you done today that has impacted the growth or profitability of the company?

## How do you operate like an owner?

1. Think of it as *your* business.
2. Write down your goals.
3. Discipline yourself

## THINK OF IT AS YOUR BUSINESS

What would you do differently if it were *your* business? Would you get up an hour earlier so you can get started without interruption? Would you constantly search for ways to improve the service to your customers? Would you be a better coach to your employees and enhance your bottom line?

Did you ever observe a tradesperson at work in your house or apartment? Did he leave a mess after finishing the job? Was she inconsiderate by coming late? Were they employees or owners of the business? An *owner*, or someone who thinks like an owner, might be more likely to do a great job so that you'll call him or her again, and you'll help their business grow through referrals.

People who became owners of businesses used to operate as if they owned the business wherever they worked. There are also many who have no desire to own the business, but they too operate as if they did own it, and that's why they are successful.

## WRITE DOWN YOUR GOALS

Only about 5% of adults have written goals. It's difficult to focus on achieving anything substantial if you haven't written it down as a specific goal.

Many people don't write down their goals because they are only vaguely aware of what they want to achieve. How do you determine your goals? Ask, "What do I like to do?" - "What am I good at?" - "What talents do I have?" "How do my interests connect with my company's goals?" "How can I use these attributes in my job, in a new career, or to start a business of my own?"

Goals should be *specific* - what exactly do you want to earn, own, or achieve?; *measurable* - how can you tell if you're making progress?; *achievable* - you may not have the talent to be another Tiger Woods, but you can compete with your own potential; and *timed* - set a date or a deadline for achieving your goal.

## **DISCIPLINE YOURSELF**

Without discipline there is no success. With discipline, you have mastery over your very existence. Discipline requires conscious effort and some guts, but it has a great payoff. Zig Ziglar says, "When you're tough on yourself, life is infinitely easier on you."

Discipline means taking charge of your life, getting focused, and doing things that you're inclined to not want to do, even though you know the benefits. For some, it might be staying later at the office to catch up in peace and quiet; for another, it might be going to the health club to work-out on a hot sunny day when you'd much rather lie down in the sun; and for yet another, it might be working on an important project instead of browsing trade magazines.

Discipline comes easier when you have a goal to focus on. The goal is your magnet - your *raison d'être*. It's what makes you an OWNER!

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