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How to Demonstrate Personal Committment

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Millard MacAdam

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Commitment is what most people want from others but too often we tend to give ourselves a bit of slack in terms of being committed ourselves. I've noted in my work with company owners and their staff members that when leaders intentionally and consistently demonstrate commitment, they enjoy increased motivation, trust and rapport among their staff members.

From the janitor to the president, each person in a company needs to be committed to thinking, saying and doing the right things. Everyone needs to be focused on serving customers and willing to go the extra mile when needed to make the enterprise successful.

Here are some things you and others in your company can do to demonstrate personal commitment:

UNDERSTAND THE SIGNIFICANCE AND IMPORTANCE OF YOUR POSITION. As a team member, examine and acknowledge how the work you do benefits end users like staff, managers, suppliers and customers. All positions in an organization have service-related elements and people do depend on you. No one is self sufficient.

BE SERVICE-DRIVEN. How you deliver your services to others needs to be like you would treat an honored guest in your home. Do more than is expected! You are the enterprise in the eyes of the customer. Always be aware of how you and your workplace appear to the customer. Always be professional. Even when you away from your work place, when a customer sees you he still relates you to the enterprise. Always act in a manner that is a positive reflection on you, your work and your enterprise.

MAKE THE HIGHEST AND BEST USE OF YOUR TIME. Time initiative does not start 20 minutes before you get to work! It starts the night before, as you go to bed. Get plenty of rest and when you are working, be focused on doing each task as efficiently and excellently as possible. None of us have the time in today's fast-moving environment to redo things. Do all you can to deliver your work, project or service ahead of time or on time and settle only for that. Also, be aware of the temptations to goof off. When you do it, you are stealing from your employer and degrading your personal integrity.

CHECK YOUR EMOTIONAL BAGGAGE AT THE DOOR. We are all vulnerable to carrying emotional baggage from our home to the workplace. This baggage can come in the form of a disagreement with a family member, a financial set-back or a child who is not doing well in school. Make a point to leave these energy-draining loads at home where you need to deal with them. Picture yourself walking through the door and leaving the baggage at home. The same idea is relevant at the end of the work day. When you go home, leave your work at work and focus on helping, nurturing, cherishing and enjoying your family!

RECONCILE QUICKLY WITH PEOPLE. It takes at least two people to make a conflict. Escalating conflict and making peace are both personal choices. When you are dealing with an upset colleague, customer or family member, let them know that you acknowledge their being upset. Calmly examine the situation from their perspectives. Try to see your side of things from the view of an objective observer. When you feel you understand their perspectives, try to reconcile with the person and resolve the situation as best you can. Our egos and pride always get in the way of thinking, saying and doing the right thing.

MAINTAIN A GOOD ATTITUDE. Be a caring professional who genuinely considers the needs of others. Avoid looking out for number one or your commitment to think, say and do the right things will diminish. A good attitude translates into showing care, concern and compassion when interacting with people. Being critical, condemning or complaining is not the result of a good attitude. If people do something that you must correct, do it in a firm, helpful, coaching kind of way to avoid resentment.

CONTINUOUSLY DEVELOP YOUR SKILLS. Your skills, if utilized correctly, add success and significance to your career. If you can, do more than your co-workers and do it better; you are less likely to get laid off if business is slow. Make a list of your skills and prospective skills, such as operating computer equipment, using analytical ability to solve problems, speaking in public, operating an unusual piece of equipment or doing any other things relevant to your workplace. Always be willing to adapt to the needs of your employers. Meet with them one on one and let them know you want to be more valuable to the organization.

VIEW THE CUSTOMER AS KING OR QUEEN. When in contact with a customer, focus 100 percent on him and do all you can to determine his needs and meet them. Remember, customers are the reason you do what you do. They are paying your salary. Give them the respect and results they deserve and they will tell others about your good work.

BE ETHICAL. Right is right and wrong is wrong. Avoid rationalizing to make what's wrong right in your own mind. Too often this is done in what some people call "gray areas." The line between black and white is non-existent, so it can't be gray. When the term "gray area" is used, listen up and be ready to advocate and take the right action. Don't get drawn into the trap of rationalizing and justifying that doing something that is wrong is right. Ask yourself, "Would I proudly tell my spouse and kids, my parents, my closest friends and my pastor about it?"

If you need help in mastering and implementing any of the skills and tactics mentioned, I'm here for you! Please visit the Call-A-Coach section of my web site for more information.

About the author:

Dr. Mac shares with business owners the practical knowledge and insights he gained as a small company CEO. He founded Sycamore Ranch, Inc. when 27 and as CEO led his partners and a staff of 100 for 16 years in developing and operating the 50 acre recreational facility. Years later, he integrated what he learned from his Doctoral program at USC with his practical business experiences and began consulting. For four decades Mac's coached business owners in mastering and applying "how to" leadership and managerial skills for: Hiring and retaining only the top ten percent producers; Optimally deploying and supervising staff to maximize their personal motivation; Developing high integrity leadership teams; Facilitating mutual performance accountability and peer coaching processes; and, Integrating his Intentional Business Integrity Process into their company operations. Mac has served leaders in manufacturing and high tech companies; accounting, banking and insurance enterprises; medical and health care organizations; service and retail oriented businesses; as well as educational, governmental and non profit organizations. Q&A ProActive Leadership 888-648-5552 or MacAdam@PALConsulting

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