



**In a confidential online survey Excellence participants were asked to give examples of the effect the Excellence principles have had on their ability to achieve improved results at work.**

More positive response from clients. Less phone calls. Better time management. It works in my personal life also and I didn't realize I was doing it. It comes very natural.

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I feel like I understand more of what it takes to do more. The focus is in me. I can't change anyone, I can only do what I do the best that I can do. Therefore I have been able to focus on my responsibilities and thus outputting more work.

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Able to prioritize, be effective with my time spent communicating to others, not taking things too seriously reduces the inclination to stress, etc.

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I am more focused and attentive (present) when listening to a coworker or customer, helping me to better understand and meet their needs.

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By improving my personal balance, I have been able to coach others to find their's. This helps their overall productivity, which helps the business.

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I really enjoy Rule #6 and bring it to light when situations get tough - by taking a step back and putting the situation into perspective, I am able to get the results that I want.

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I'm also making time to celebrate my coworker's successes to encourage them and others.

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Easy: Recognition and removal of downward spiral conversations and negative talk.

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