

Treat any given day like it's your first

By Jeff "Chief" Urbaniak
COLUMNIST (www.AdviceChief.com)

Ever have those days when you're not giving a hundred percent effort in anything you do? Or when you're just moving through your day on auto pilot without any motivation for anything? Or when you're watching the clock all day long in anticipation of the day ending? We all have those kinds of days, but here's a unique mindset that can adjust your attitude and behavior: Treat your current day of work or school like it's your very first day of work or school.

Remember how you felt getting ready for your first day of work or school? From the moment you woke up to the moment you walked into the building to the moment you opened your work calendar or text book, you eagerly anticipated the day's activities and welcomed any challenges. You wanted to do your best in every way possible. You were conscientious of everything

you did or said. You looked and acted the part.

A customer service agent recently told me she was struggling to answer phones in the same friendly manner when, day after day, hour after hour, callers complained to her about their problems and issues. She said it was wearing her out. I then asked her what her attitude was the moment before she took her very first phone call. She told me she was eager to hear what the customer had to say and wanted to help them solve their problem. I then asked her why she couldn't have that same viewpoint with the very next caller when her phone line lights up. It may be the millionth time she's involved with a customer service complaint, but it's usually the customer's first time!

One thing I learned in my tenure as a ground combat skills instructor in the military was that my performance sometimes waned when my head wasn't

completely in the game. The monotony of teaching the same tactics over and over tempted me to transition from an enthusiastic instructor to one who just went through the motions. What helped me sustain a fresh and lively teaching performance was my ability to treat every day as if it were my first day on the job. Before my first day as an instructor, I was super prepared to teach and eager to show up and get started. And as the day progressed, I was quite satisfied and excited when learning objectives were met. Why should that ever change? It shouldn't. It was totally up to me to renew my daily enthusiasm.

So keep your perspective of today similar to what it was on day one (or at least what it should have been). On day one you gave one hundred percent. Today should be no different.

~ The End ~