

# Stuff That Works Building Careers

Chapter 25

“Reliability”

Take Action

# **Stuff That Works Building Careers**

## Chapter 25 Take Action: Content

- Be available. Keep your door open. answer email and return phone calls. Schedule time daily or weekly to ensure you get this done.
- Keep a to-do list and do what you say you will do. Hit your deadlines or tell people you are going to be late before you miss the deadline.
- Track your results and over deliver and under promise. Exceed what the requestor wants. Share bad news fast. Fix problems. No excuses just own the results
- Invest time on [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com)

# Stuff That Works Building Careers

Chapter 25 Take Action: Action 1

Be available. Keep your door open. answer email and return phone calls. Schedule time daily or weekly to ensure you get this done.

## **ACTION**

I have struggled my entire career with this. I hate email and phone messages.

I like to be in the present and give the person I am with 110% of my attention. I do not deal well with interruptions.

I have used several coping mechanisms to deal with this issue.

1. Schedule time to get these things done and work that schedule
2. A lot home time to do these things
3. Tell others about my issue and apologize in advance. People have graciously adjusted to my faults.
4. Assign others on my team to help compensate. Assistants have pre-read e-mail and channeled them to the appropriate people.
5. Scheduled weekly calls with individuals to avoid reduce phone messages because they know we will talk every Friday to resolve issues.

I have been successful at this but it is not easy. Good luck to you all.

## **EXAMPLES**



## Stuff That Works Building Careers

## Chapter 25 Take Action: Action 2

Keep a to-do list and do what you say you will do. Hit your deadlines or tell people you are going to be late before you miss the deadline.

# ACTION.

There are a host of books and systems for organizing yourself and maintaining a to do list. Use them and find one that works for you.

I have found that they all work for awhile. It is my lack of discipline and effort that causes them to fail. I deal with this by switching every year or so to a new system.

You will have to find the way that works for you.

Having a system and focusing on it is what works.  
Couple this with a commitment to get things done and  
to do what you say and you will build your career.

## EXAMPLES



## Stuff That Works Building Careers

Chapter 25 Take Action: Action 3

Track your results and over deliver and under promise. Exceed what the requestor wants. Share bad news fast. Fix problems. No excuses just own the results

### **ACTION.**

Results count most in building a career.

Focus on your results and keep score.

Being reliable is about managing expectations. The key is to under promise and over deliver. Some call this sandbagging. If you are seen as a sandbagger you have gone too far.

You have to be careful. Balance counts here. People have got to know when you are hedging your bets and when you really cannot hit their current expectation.

Your job is to manage the expectation so that it can be achieved and you are viewed as reliable.

### **EXAMPLES**

**Reliability**

/re-ly-a-bi-li-ti/

1. To be able to produce good results time after time.
2. How much a person can be depended on.

# **Stuff That Works Building Careers**

Chapter 25 Take Action: Action 4

Invest time on [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com) .

## **ACTION.**

This is an easy one.

I believe that each of us can help someone else.

There is so much to know and to experience. You just can not do it on your own. So the best way forward is to share and learn from each other.

Technology makes this so easy today. That is why I built the web site [Stuffthatworksbooks.com](http://Stuffthatworksbooks.com) .

It only reaches its potential if you join in and add the stuff that works that you have found. Please make a contribution today. Help others find the Stuff That Works.

Others have already shared their stuff that works so be sure to check the site often as there is probably something to improve every area of your life.

The community is waiting and growing. I hope you will join in and make a positive difference.

Thank you!

## **EXAMPLES**

### **CONTRIBUTE**

It is easy to share your Stuff That Works.

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Easy!

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