



Everyday Excellence: Creating a Better Workplace Through Attitude, Action, and Appreciation

Clive Shearer

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Everyday Excellence looks at the core of quality—people. If we want to achieve everyday excellence, we must do it for people and with people. People either have the right attitude or they don't. They take the right action, or they don't. They appreciate what they receive, or they don't. 'Attitude, action and appreciation' actually form a cycle of excellence, since appreciation often stimulates, fosters, and encourages a better attitude. It all comes down to how we approach ourselves and how we interact with other people. Once we look for them, we find that the opportunities to practice and apply excellence in the workplace occur minute-by-minute throughout the day. These moments comprise the heart of everyday excellence. This book is designed as easy but inspiring reading for the busy leader, manager, supervisor, and professional in an office. If you work at a desk, or at a computer in an office, this book is written for you. It provides ten chapters of interconnected short stories and lessons. The lessons contain viewpoints and opinions, and hopefully new perspectives and insights. While the short stories are interconnected, each lesson stands alone. This, together with a very detailed index, enables the reader to use the book as a reference source. Contents: CHAPTER 1. ESTABLISH THE FRAMEWORK FOR SUCCESS CHAPTER 2. LEADERSHIP AND MANAGEMENT EXCELLENCE CHAPTER 3. IMPROVING OPERATIONS CHAPTER 4. PROJECT MANAGEMENT PERFORMANCE CHAPTER 5. GAINING CLARITY IN MARKETING CHAPTER 6. SUCCESSFUL BUSINESS DEVELOPMENT CHAPTER 7. CLIENT RELATIONS AND RETENTION CHAPTER 8. GETTING COMMUNICATIONS RIGHT CHAPTER 9. EFFECTIVE HUMAN RESOURCES CHAPTER 10. EVERYDAY QUALITY OF LIFE

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