

## EXCELLENCE/Five or Less Words to the Wise

- 4 most important words: "What do you think?" (Dave Wheeler @ tompeters.com: "Most important 4 words in an organization.")
- 4 most important words: "How can I help?" (Boss as CHRO/ Chief Hurdle Removal Officer)
- 2 most important words: "Thank you!" (Appreciation/ Recognition)
- 2 most important words: "All yours." ("Hands-off" delegation/ Respect/Trust)
- 3 most important words: "I'm going out." (MBWA/Managing By Wandering Around/In touch!)
- 2 most important words: "I'm sorry." (Power of unconditional apology = Stunning! Marshall Goldsmith: #1 exec issue)
- 5 most important words: "Did you tell the customer?" (Over-communicate)
- 2 most important words: "She says ..." ("She" is the customer!)
- 4 most important words: "What do you think?" (Dave Wheeler @ tompeters.com: "Most important 4 words in an organization.")
- 4 most important words: "How can I help?" (Boss as CHRO/ Chief Hurdle Removal Officer)
- 2 most important words: "Thank you!" (Appreciation/ Recognition)
- 2 most important words: "All yours." ("Hands-off" delegation/ Respect/Trust)
- 3 most important words: "I'm going out." (MBWA/Managing By Wandering Around/In touch!)
- 2 most important words: "I'm sorry." (Power of unconditional apology = Stunning! Marshall Goldsmith: #1 exec issue)
- 5 most important words: "Did you tell the customer?" (Over-communicate)
- 2 most important words: "She says ..." ("She" is the customer!)
- 1 most important word: "No." ("To don'ts" > "To dos")
- 1 most important word: "Yes." (Hey, give it a shot/Anon. quote: *"The best answer is always, 'What the hell.'"*/Wayne Gretzky: *"You miss 100% of the shots you don't take."*)
- 2 most important words: "Lunch today?" ("Social stuff" = Secret to problem/opportunity #1:/XFX/ cross-functional Excellence.)
- 4 most important words: "Thank Dick in accounting." (Readily acknowledge help from other functions.)
- 2 most important words: "After you." (Courtesy rules.)
- 3 most important words: "Thanks for coming." (Civility. E.g., boss acknowledges employee coming to her/his office.)
- 2 most important words: "Great smile!" (Note & acknowledge good attitude.)
- 1 most important word: "Wow!" (The gold standard ... for everything.)
- 1 most important word: "EXCELLENT!" (The ... ONLY ... acceptable standard/aspiration.)