

The Star Performer's Secret Sauce:

25 Proven Tips To Administrative Excellence



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#1 Live the Star Achievement philosophy, which says, "You have the potential to be a star in your profession. It takes the right combination of:

ATTITUDE

Achieving and sustaining a positive attitude about your employer, your coworkers, your clients and yourself.

SKILL

Developing new and enhancing current intangible skills that are vital to workplace success.

TEAMWORK

Being a part of and contributing to various team relationships, both internal and external to the organization.

STRATEGY

Setting goals and cultivating enriching relationships to actualize your professional self."



#2: View their role as being a s_____ business partner.

#3: A_____ current performance and set developmental goals.

#4: Develop a high t_____ for change.

- Anticipate
- Prepare
- Assess
- Visualize
- Accept
- Get support
- Hang tough
- Look at change as an opportunity to grow

"Change is like going on an expedition: it can be a trudge or a hike. Take it all in and enjoy the view, or focus on the faults—it's absolutely a choice."

— Juliana Stock, Technology Executive

#5: Practice m_____.

#6: Develop r_____.

#7: Seek h_____.

#8: D_____ solutions.

#9: Set healthy b_____.

#10: Establish a p_____ brand.

#11: Manage their s_____ and their executive's.

#12: E_____ the mindset of "leadership."

1. Lead by investing. *Invest in others, sharing your abilities, talents and compassion.*
2. Lead by initiating. *What do you wish were reality at your work? Whatever it is, you start that blog, form that committee or make that recommendation!*
3. Lead by modeling. *You can model new behaviors and make changes at home. Show gratitude; take turns; help others; notice good things and compliment them. Share meals and talk together.*
4. Lead by example. *Show others another way is possible, even in the same circumstances.*
5. Lead by solving problems. *"If you see it, you own it" is a great life mantra.*
6. Lead by inspiration. *Inspire others to live with a leadership mindset by using their talents.*
7. Lead by acceptance. *Great things take time, so don't give up. Accept that living a leadership mindset will take time but can be done.*
8. Lead by awareness. *Use the awareness you have about a cause, an issue or problem to do something about it. Be creative and constructive, never destructive.*
9. Lead by recognition. *Recognize that leaders are not born. They are made.*

"Leadership is a way of living and working; not a destination."

– Joan Burge

#13: Own their c_____.

#14: S_____, c_____ and find strength in unity with their peers.

#15: Use d_____ and tact.

"Unity is strength. . . when there is teamwork and collaboration, wonderful things can be achieved."

– Mattie Stepanek

#16: Enlarge their i_____.

#17: Welcome everyday c_____ and course correct.

Course correction is about taking responsibility, being proactive and taking the initiative to turn things around. It is about seizing the moment and making the best of it that you can. Course correctors. . .

- look at alternatives.
- gather information.
- leverage people resources (to help them get to the next step, give them information, or get the course corrector to see other perspectives).
- apply course-correcting communication, such as "I prefer or I choose."
- use self-management tools.

#18: Committed to their w_____.

#19: Excellent c_____, in all aspects.

#20: "Step outside of themselves" to build r_____ with others.

#21: T_____ into their creativity.

(Continued on the next page.)

Creativity . . .

- Relieves boredom
- Improves communications
- Builds strong teams
- Helps you solve problems
- Makes your job easier
- Enhances relationships
- Increases your energy
- Assists in better decision making
- Encourages better customer service
- Keeps your thinking pliable and fresh

#22: Seek and work with mentors or c_____.

#23: Never forget the i_____ of administrative foundation skills.

#24: Choose their a_____.

*"We limit ourselves by the way we think.
Star performers think differently!
They are possibility thinkers." – Joan Burge*

**#25!!!
ARE ALWAYS REACHING FOR THE STARS!!!**