

THE SEVEN PRINCIPLES

for High Performance Leaders, Teams and Customer Contact Professionals

1

Business is a series of relationships. Our success results from making those relationships work.

2

Everything that happens in an organization happens in or because of a conversation.

3

The conversation IS the relationship.

4

High performers choose to be responsible for the quality of their conversations and the results they produce.

5

Successful people simply do the things less successful people won't, don't or can't. Work harder and smarter.

6

Your greatest opportunity for success in any situation is thinking in advance.

7

You are what you repeatedly do.