

■ Section 1:

INTRODUCTION



Congratulations. You've been chosen to participate in **MOVING UP**, a program designed by the Service Quality Institute. Your organization values you and considers your personal growth a critical factor in your performance. Your participation in this seminar demonstrates your organization's commitment to this development and your future.

MOVING UP is about helping people actively seek out opportunities, recognize them when they arise, and then take advantage of them to best improve your position, your skills, or your future prospects. Every institution or organization has indispensable employees who make a difference every day.

Indispensable employees don't wait for instructions or directives, they figure out what needs to be done and they take action. They can create order out of chaos, they can generate ideas, they can innovate on the fly, and they can connect the dots. They create value for their organization. The indispensable employee is a person who's worth finding and keeping. You have it in you to be this type of employee whether you're utilizing those skills at the moment or not. **MOVING UP** seeks to bring that out of you -- to bring those talents to create, invent, and make things happen to the forefront of your personality.

MOVING UP Program Objectives:

- Define the concepts and framework of MOVING UP
- Perform a thorough and actionable self-assessment
- Create long-term and short-term goals
- Identify self-imposed limitations
- Discuss the importance of being proactive
- Identify resources for personal and professional development
- Examine the significance of your mentors, friends and family to your success
- Teach you how to use visualizations and affirmations
- Discuss knowledge and continued learning

MOVING UP encourages you to be proactive in your daily lives and work to overcome your self-limitations. Even the most confident person will experience fear and apprehension. It's a little voice inside our heads that holds us back, sometimes expressing itself through anger and fear. The voice of apprehension resists growth – it wants us to be average and safe.

MOVING UP isn't about playing it safe. It's about taking chances, to strike out on your own path, to unlock the creativity and exceptionalism inside you. **MOVING UP** will help you focus on yourself, on dreaming big, on believing in yourself and your abilities, on setting goals, and on making decisions that will drive your happiness. **MOVING UP** is about a choice and it's about your life. This choice doesn't require you to quit your job, though it challenges you to rethink how you work. It's about leading and making a difference. It's about succeeding.

MOVING UP will clearly instruct you to use visualizations and affirmations. You first need to see and imagine yourself making that big decision or accomplishing your goals before you can take that next step and move up. You need to become an enthusiastic team player and set up a series of well-defined objectives and standards that will take you down the path of achieving success.

MOVING UP means developing your skills yourself by using your time and determination. Think about it. Every day, employers, customers, and investors make difficult business decisions about staff – sometimes as crucial as who to

eliminate or reward. Someone at your organization or in your section or in your group is going to get promoted. They will get that raise that will make all the difference for them and their family. Someone is going to move up. It might as well be you. The real professionals, the truly indispensable employees get promoted before everyone else.

Each of us contains the brilliance, the excellence necessary to shine. We can make valuable contributions and be creative. The art is in how we achieve the status of being valued in our organization.



Only you can excel and to succeed, you must be excellent. I'm hoping you'll rise up and choose to make a difference. My goal is to persuade you that an opportunity exists to significantly change your life for the better. And there is no better time than now to step forward.

MOVING UP will teach you how to sharpen your skills and increase your personal motivation. When an opportunity presents itself you need to be ready to act. You need to believe that you can overcome any obstacles that get in your way. You need to free yourself of your fear and limitations. **MOVING UP** is an opportunity to actually enjoy what you do, to provide something extraordinary for your colleagues and your customers, and to unlock the hidden genius inside you.

The key to **MOVING UP** is thinking beyond your next paycheck or your next promotion. It's your future and you want to move up.

Imagine a frontline employee in a retail store selling clothes or shoes or electronics. They would obviously like to make more money and would look forward to any increase in pay, but where would they want to be in a year or in five years? How about in ten years? What can that employee do to make themselves indispensable? What does an employee toiling away in a retail position on an hourly wage dream about when they consider their future? What do they really want? **MOVING UP** wants that employee to aspire beyond their current situation.



After completing **MOVINGUP** you should be comfortable thinking big and working diligently to achieve your goals and make your dreams come true.

Employers value staff that they consider to be indispensable. What makes people so valuable that they cannot be replaced? Some qualities are truly indispensable: original thinkers, provocateurs, and people who care. Employers also cherish marketers who can lead, salespeople who will strive to make a human connection with others, and passionate change makers who will risk being shunned if they feel strongly about their position or their work.

Every organization needs people who bring their best, and strive to be difference makers in the work they do. Some organizations may not realize it yet, or haven't articulated it, but what we really need are innovative thinkers and artists.

Think about the dreams you have for your career, your life, and your family. Think about what it would mean to attain those ultimate rewards. What does it take to turn those dreams into a reality?

- Be extraordinary
- Be generous
- Be creative
- Trust your judgment
- Bring people and ideas together

MOVINGUP attempts to not only help you get promoted and increase your earning power, but to enlarge your overall outlook on life. It aims to set you free to strive for the type of success and happiness that lasts a lifetime.

Over the next two sessions we will talk about how the principles of **MOVINGUP** will improve your job, increase your chance for promotion, and escalate your earning potential. You'll also learn how to be happier and more confident at the same time. Be prepared to go on a journey of introspection where we will examine your dreams and aspirations then pinpoint the tangible steps you can take that will help bring those dreams to life.

During Session ONE, we will discuss **MOVINGUP** as a personal mindset designed to help you identify your strengths and recognize areas where you need further development. We will begin to build a framework to develop your job skills,

broaden your people skills, improve your feelings of self-worth, increase your chances of getting a raise or promotion, and change your outlook on life.

Your group leader will direct you through each section of the program and lead discussions, role-play exercises, and activities. Your participation in these events is essential to cultivate your understanding of the concepts of **MOVING UP** and how you can apply it on the job and in your everyday life. Completing this program should help you embrace **MOVING UP** and translate that enthusiasm for the ideas and models into action.

You can start **MOVING UP** by opening yourself up to success in this workshop. Don't be afraid to ask questions. There are no right or wrong questions or answers. You will watch a series of video presentations and go through several written exercises and assignments. Use your Participant's Book to follow along, make notes, and guide you through the material. Once you complete this program, keep the Participant Book for future reference so you can return to the **MOVING UP** standards and concepts to reinvigorate your goals or refresh your memory.

Section 1 Review:

Points to Remember

- ♦ Every institution or organization has indispensable employees who make a difference everyday
- ♦ Indispensable employees create value for their organization
- ♦ Visualizing success is essential before you can accomplish your goals
- ♦ Developing your skills takes time and determination
- ♦ Be ready to act when an opportunity presents itself
- ♦ You must believe that you can overcome any obstacles that get in your way

Assignment 1

1. What does **MOVING UP** mean to you?

2. How do you feel about your job? Are you satisfied or dissatisfied? Why?

3. What does “being extraordinary” or “indispensible” mean to you?

4. What is your most extraordinary accomplishment?

5. What barriers stop you from succeeding?
