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May I suggest a few resolutions?

By Paperitalo Staff

There are a few things many would be grateful if the world would change in 2008. Perhaps you and I could make a start. Most of these are things to stop doing.

Stop...

Telling me you have to wait on the computer system.

Telling me you are not familiar with the new software or it has bugs that are causing you problems in handling my phone call.

Saying things like, "Well, back before they reorganized our department..."

Saying "Before they downsized us, we used to have time to..."

Saying "I wish I could help you with that, but it is not part of my responsibilities any longer."

Saying, "If only we had last year's [prices] [costs] we would be doing great."

Saying, "Well, you know what the consolidation in our industry has done to our customer base."

Saying, "The new management has us spending so much time doing _____ that I don't have time to do my job."

In other words, recognize that 2007 and back have merely become interesting history and are not relevant, except for broad general lessons we can learn from these ancient times. I call them ancient times, for once they are gone, they are gone—you can no more retrieve or revise yesterday than you can 2007 B.C. If you are reading this, the important thing is you are alive now and have an opportunity to impact only now and tomorrow, which is a big and important job in and of itself.

Do...

Volunteer to help people that come by your work area.

Patch up relationships with that co-worker you have been having a spat with for years, even if that requires you to be the adult.

Give your organization an extra 5 minutes at quitting time, just to make sure the day's business is tidied up (you will soon find this is really a gift to yourself).

Thank somebody you work with for something each day.

Learn something about your organization's customers even if you don't think you are in sales (remember what I always say on this subject: you are in sales).

Find new ways to spin the invoice printer.

Fix a lurking safety problem. Be safe and we will talk next week.

Happy New Year. ##