

Complacency: A Silent Killer

By Maureen Tazzioli

If customer service is the heartbeat of a business, than complacency could be the silent killer that prevents the blood from reaching those it serves.

When a company goes through the gruelling task of finding the right candidate to fill a vacancy, much work is required. From the early onset of discovery, to its final outcome, an orchestrated process of scheduled interviews and group evaluations are required. Once all information gathered is assessed for accuracy, a final decision is made and the successful candidate is notified. After signing and sealing all necessary documents, employment commences.

Pleased to find a qualified candidate with distinctive characteristics aligning company standards, this newly recruited employee is expected to go through a series of training sessions designed to help them understand their job and subsequent daily tasks. If, after an allocated period of time the employee is not successful in completing all tasks expected of them, a removal will more than likely take place, unless a more suitable position is made available. If successful, the employee continues to work in their respected position noting opportunities for advancement as they arise.

Making the learning process enjoyable and easily digestible for new employees, companies rely on the knowledge and expertise of existing employees willing to share their wisdom and application of best work practices. Referred to as, *on the job training* or *job shadowing*, this area may be susceptible to opinions and judgements.

During this educational process, information being shared may not always represent the standards and value system of the entire company but may reflect only the individual's perspective. For example, a professional administrator who consistently exceeds the perceived norm of company standards will become known and respected for their level of professionalism. However, individuals and companies that are too comfortable or complacent with the way things are may soon discover that they are limiting opportunities for growth and advancement, which in time, can damage potential.

In my opinion, when a highly skilled and trained professional administrator demonstrates a cheerful attitude when describing their daily tasks while maintaining pleasant conversations with fellow co-workers, every opportunity for a new employee to excel in their respected position is presented to them. In doing so, the professional administrator that shared their words of wisdom quickly becomes a respected role model.

If however, the attitude of the administrator and/or the company is one of complacency then the new employee may discover that although it may be easy to settle into their new position, they may miss the opportunity to learn new things so to improve their individual skill set ultimately affecting their chances for future advancements.

By carrying a team work, solution-focused mindset administrators and companies alike can learn the true value in building a solid foundation that is capable of growing with change.

When moving forward, consider these questions:

1. Am I a positive role model for others to learn from?
2. Do the values and standards I adhere to, align with the company I work for?
3. Is there one thing I can improve upon this week?
4. What do I appreciate about those I work with?
5. What am I willing to do to make a positive difference today?

Food for thought:

When taking the time to discover what areas I need to improve, I realize how grateful I am to those who taught me.

The Maureen Tazzioli Executive Corporation promotes the importance of raising standards to influence positive change. For information on how you can involve Maureen at your next event, please phone: 1.587.408.8445 or email her at: Maureen.RaisingStandards@gmail.com or visit www.maurentazzioli.com. This article is reprinted with the author's permission.