

How to be the best in the bunch

By: Life At Work Team

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Monkey Business by Sandy Wight, Mick Hager, and Steve Tyink is a book that teaches everybody, from top "bananas" to junior level executives, to become better "sellers". It dishes out simple rules to providing better service, and how to become an important part of the organisation.

Through a fun tale, the book reveals interesting ways to breed loyal customers, better inter-personal relationships with co-workers, and lets you in on tricks to getting work out of the dimmest of the lot, too!

Grab a copy at major bookstores in the city for Rs 150.



For a successful business, follow the 6 laws of the jungle:

Establish your Rock: Your company's promise to you, and yours to the customers.

Create your Value Vine: Value is not what others pay. Value is how they feel.

Live the Exclamation Factor! Consistently surprise and delight your guests. It makes them smile, and come back again and again.

MMFI (Make Me Feel Important): Everyone wants to feel appreciated complaining customers, crabby co-workers, and demanding bosses.

Take Full Responsibility for your Customers: Own your customers' problems, requests, and complaints.

Use the Energy Advantage: Give energy. Don't take it.



How to build a team, and keep it!

When you see your colleague helping your co-worker, pat him on the back

Who not to hire

Lie-ons: Fierce, scary, striking creatures with sharp, pointy teeth that mangle the truth. Also known as Mis-leaders.

Cheetahs: Sleek, long-legged artists specialising in controversial ventures. They can be spotted deep in the jungle, preying on innocent creatures.

If some monkeys just don't get it!

There isn't something wrong with the monkeys and manager, always. It's the company's systems and processes that may need fixing.

Share your passion with your employees every single day

What you should never do as a leader, and as an entrepreneur

Talk about having the best employees and the best service, but not doing nearly enough to make their company a great place to be, so great that top performers, real leaders, and fast followers want to work there and stay there.

Talk about empowering employees and listening to their ideas, and then either nixing their ideas or simply letting them go through one ear, out of the other.

Not delivering the service and value their customers want and expect because they have no idea what that is.

Not asking your customers what value means to them. Thus, defining value and service standards from the inside out.

Meet Leader Follow Leader

Spot the leader: A Leader Monkey is...

- * Quick to grasp important business concepts.
- * Agile, resilient and well-groomed.
- * Loves being on the tree tops, from where he is able to spot opportunities that others have missed.
- * Hanging upside down offers him/her several different, interesting perspectives to consider in his/her quest for the best bananas.
- * Loves his job, and has dreamt of it since he/she was a child. Hence, this lot knows they are special.
- * On Mondays, when everyone is disgruntled, he/she makes everybody believe that it is going to be a great banana-picking week ahead. Even if it may not.

