

Delivering a High Quality Team Service

1. Begin with your own perspective

Regard all fellow employees as your customers. Helping your colleagues fulfill their positions successfully benefits the Practice and yourself.

2. Be On Time

This is the most basic of all services you can offer. Get to work on time! Try to meet deadlines that have been set! Your team will appreciate it.

3. View interruptions not as nuisances, but as opportunities

If you tend to view every interruption as a 'pothole' in your road to success, stop to re-examine each interruption. If someone interrupts you to share gossip, that's a 'pothole'. If someone interrupts you to ask for assistance with a task, that's a 'necessary lane change' that will get the Practice closer to its goals. Take pride in helping your colleagues and enjoy sharing information. In most cases, your willingness to help others get their jobs done will lead them to readily assist you when you need it!

6. Finally... It's the simple gestures that mean the most

A small gesture of kindness or appreciation can create a fantastic atmosphere of sharing and helping. A simple "thank you" when a colleague has helped you with a task, or going to get coffee for the other members of staff without being asked, promotes a sense of good will and a strong team bond.

5. Show Respect for Everyone

Always show respect for each member of the Practice team. Regardless of your opinion, everyone deserves basic respect. Do what you can to ensure bridges instead of walls are built between the different areas of the organisation. Encourage all fellow colleagues to contribute to the team. Happy employees whose efforts are appreciated will result in a more productive environment. Not only does this impact on internal customers, but external customers as well!

4. Exceed your colleagues expectations

When someone exceeds your expectations, how do you feel? Most people feel delighted, excited, upbeat and very positive about that person and the organisation they work for. Think what you can accomplish at the Practice by exceeding the expectations of fellow employees. No matter what, always do the best you can in everything you do and everyone will appreciate you for it!