



# MONDAYS

*with Mike*

## Never and Always

I'll bet today's title caused you to take pause, teasing you about what may come next. It almost feels like that icebreaker game, "Two Truths and a Lie."

Well, Never and Always is not a game. In fact, it is a powerful tool to use so that we can be the best colleague, coach, spouse, friend, and teammate that we can possibly be. Never and Always lists define your relationships in clear and concise actions and behaviors. If we can avoid the Never and live in the Always, we put ourselves in the top 5% of relationships. Here is the critical point: your teams, departments, companies, marriages, etc. craft their own lists and commit to living by them.

Here are the criteria for developing your lists:

- >The items are typically one to three words in length.
- >They are black and white; there is no room for personal interpretation.
- >They are crystal clear and do not need any additional explanation.

Here is an example from Maids International, a professional home cleaning service with franchisee locations all over the United States and Canada.

Never	Always
Say no	Say what you can do
Speak negatively or gossip	Be respectful
Criticize	Help everyone
Make excuses	Make it right
Hide mistakes	Assume you are on camera
Use profanity	Use a customer's name
Show frustration publicly	Make eye contact/smile
Blame	Say hello, thank you, and good-bye

Find a way to adapt this framework with your group. Then, add the universal equation of eye contact, voice tone, body position, and word choice in a positive manner and you will become elite - ALWAYS!

Have a great week!

