

CORE EMPLOYEE TRAINING MANUAL

15 Basic Work Principles

By Lloyd Lim, dated October 23, 2016

Lloydlimsolutions.com

1. Emphasize craftsmanship, not intelligence. Hard work and refined skills can beat raw intelligence. Think improvement, not stagnation.
2. Guard your credibility. Making a mistake doesn't hurt credibility as much as lying about making a mistake. The big problem is often not the crime, it's the cover up.
3. Show that you are someone who can follow instructions. Before doing, make sure you understand the assignment.
4. Think critically about the difference between what you know and don't know. If you don't know, find out more. When doing so, consider the reliability of the source.
5. Remember that email is hackable and discoverable in litigation. Write as if it would appear on the front page of the newspaper. Otherwise, pick up the phone.
6. Don't make accusations or assume bad faith. Be aware of impliedly doing so through your actions.
7. Don't leave customers hanging because it is insulting to their human dignity.
8. Think before acting or speaking.
9. Follow up and follow through.
10. Understand that just because someone outside your firm asks you a question, doesn't mean that you have to answer or that you are the right person to answer.
11. Foster the impression in your customers that you understand and care about their needs.
12. In meetings, listen carefully and keep up to where the conversation is now. Playing with devices or taking notes can impede listening as much as daydreaming.
13. Know what is going on around you; keep up with current events; scan the horizon.
14. The best laid plans go astray, but preparation is necessary for decent improvisation.
15. To be early is to be on time, to be on time is to be late and to be late is inexcusable. Arrive early and benefit from informal conversations.

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