

# S.O.G. 115

## Expectations and How To Win

### *Handout*

Based on John Maxwell's book *The 17 Essential Qualities of a Team Player*, modified to reflect the work at Landscape Services.

A team leader/worker is a winner on the job and in life. His qualities encompass:

- Not being afraid of a new idea, or learning a new skill, or taking on a new challenge. These are the people moving on up.
- Being able to readily change his focus, adapt quickly to new situations, and problem solve on his feet.
- Appreciating each team members' abilities and roles, and how they blend together to get a job done safely, efficiently and effectively.
- Being committed to consistently working hard, maximizing his and his team's talents for the benefit of all, and never quitting a job until it is finished in all of its details and then some more.
- Sharing his knowledge readily, giving credit to others freely, and focusing on the team's strengths while increasing their abilities and techniques to do a job faster, better and smarter.
- Planning on how to do a job, delegating responsibility and rotating tasks to keep everyone involved.
- Keeping everyone in the information loop so they know what they will likely be doing that day, and how this will support the team and the mission of Landscape Services.
- Addressing problems sooner rather than later by speaking truthfully, yet tactfully, by being courteous and respectful at all times, and by consistently following through on what he says he will do.
- Setting high expectations for achievement and doing what needs to be done, when it needs to be done, no matter what.
- Possessing a good attitude and being enthusiastic about his work, looking for the fun and positive aspects of his job.
- Taking personal responsibility for himself and his team.