

# Turbo Leadership Systems

# The **TURBO** **Charger**

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To our clients and friends

Issue 819

## Make the Mundane a Fun Game

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*Encourage  
-mints have  
nutritional  
value.*

### Invest personality into your interactions

Dave, told Session 8B of the Leadership Development Lab™ (LDL):

"On a typical day at my 8-5 job, most all of my customers know exactly what they want. Transactions can be, and usually are mundane. On Wednesdays, I volunteer at 'Museum After Hours' serving beer and wine. Again, the patrons usually know exactly what they want. These have always been a quick transaction with little time for interaction. On Sundays, I volunteer in the bookstore at my church. Most people know which books they're looking to buy. They bring them to the counter, I'll ring them up, put their books in a bag, and wait on the next customer.



"This is how it used to be. Since Session 1 of the LDL, eight weeks ago, I've tried to spice up all my transactions and interactions. I call people by their name whenever I can learn it, by the name from their credit card, or overhearing someone use their name. Using the questions we learned at Session 1 of the LDL: The Art of Conversation, I ask about their personal life, interests, and hobbies. I'm working at showing genuine interest in every interaction possible.

Now, I pass along some of the things I have learned about the beers, wines, and books in my volunteer jobs. I am beginning to be far more comfortable paying small compliments to people on their choices. I love to see their faces light up in response. I can see that even the smallest acknowledgement brightens a moment of their day. I love that I can make this difference with just a simple word or two. I have started to add a little encouragement like, 'keep enjoying your evening,' or, 'look forward to seeing you next Sunday.'

"The lesson I've learned from this experience is what had been, mundane can be a fun game. All interactions can be fun and interesting if I choose to make them so.

"The action I call you to take is to put your unique personality into all your interactions. Apply Leadership Principle #2 - Become Genuinely Interested and show your genuine interest by using the other person's name, asking a few questions about their world, and giving them a word of encouragement.

"The benefit you will gain is finding new meaning and purpose in your life. Your work will be more fulfilling and fun."

"There is no greater reward than working from your heart and making a difference in the world."

Carlos Santana



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