

# PROACTIVE RESOLUTIONS™



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## Thanks Mom!

Five lessons mom gave us that will serve us well at work.

### Greetings!

A few weeks ago in honor of mother's day, we put out a list of the top five mom lessons that don't translate into the workplace. If you haven't seen them already, you can check them out [here](#).

In an effort to make amends to mothers everywhere, and to avoid further angry phone calls from our moms, here are the top five lessons you *can* take to work with you:

**Mind your P's and Q's** - In other words, saying please and thank you is a necessity, not an option. Showing respect, common courtesy and appreciation at all times to those around you will create a [respectful workplace](#) that is open and honest.

**Respect your elders** - Change this slightly to work both ways. Communicating across multiple generations is an issue present in almost every workplace. We all need to be sensitive to the motivations of generational groups - both above and below us - and demonstrate [emotional intelligence](#) in dealing with them.

**The truth will come out in the end** - Starting from the minute you hand in a CV to the day you leave an organization, honesty is always the best policy. Lying will only make things difficult and cause unnecessary conflict when the truth comes to light; and it will!

**There is always another side to the story** - Reacting before you have the "whole picture" will inevitably rub someone the wrong way. Ensure that you use open communication to uncover the whole story before you take action.

**If you ASSUME it makes a 'you know what' out of U and ME** - Make sure you ask the right questions and be thorough! Filling in the blanks with your own assumptions can be disastrous when emotions are already running high.

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And moms aren't the only place to get these pearls of wisdom. How about lessons from a [4 year old](#)? [Star Trek](#)? [The animal kingdom](#)?

[Let us know](#) the best work lesson you've learned lately and where it came from. The top five reader responses will be featured in the July edition of Active Voice!

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Sincerely,



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