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### In This Issue >>



#### **CareerSmarts - *It's Time for You to Break Your Bad Customer Service Management Habits***

Are bad vibes, discontent and apathy running rampant in your customer service department? Don't worry, that's still plenty of time to correct some of the most common mistakes customer service managers and supervisors make that cripple morale and productivity.

A recent study conducted by a top research firm\* shows that there is still a lot of room for improvement in customer satisfaction and loyalty with the average U.S. consumer. Key findings include ...

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#### **Spotlight on Solutions - *Building a Productive Business Relationship With Your Boss***

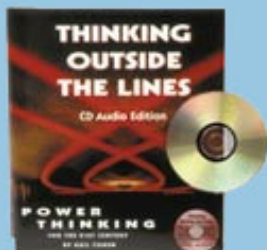
The word from management experts time and again: Get along with your boss and you'll get ahead in your career. That management maxim doesn't come as good news to you if you generally avoid your direct supervisor like the plague, either because you view him or her as clueless and incompetent, or because the individual comes across as an ogre who keeps dumping work on you.

In "*How to Manage Your Boss*," author Kristie Kennard explains why building an effective professional relationship with your boss is absolutely critical to your career success. Your boss can give you raises, coach and mentor you, offer choice projects and assignments, and help you get ahead in your organization. Or, your boss can overwork you, deny you advancement, and undermine you in every phase of your professional life.

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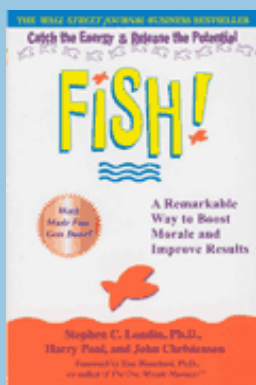
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*\*Discount offer cannot be combined with any other discount offers.*

### Ask an Expert

March is the month that marks the beginning of spring. In the world of nature, It is a time of renewal of rebirth. So why not make it the same for your career? In this month's chapter of **Ask an Expert**, we've focused on how you can give yourself a new start by addressing issues within yourself.

### Unlock the Power – How to Visualize Your Way to Higher Self-Esteem

Do you sometimes feel like you don't deserve success ... you aren't worthy of praise ... or that you never quite measure up to others' expectations? If you have a hard time truly loving and valuing yourself and your contributions, your self-esteem is probably running dangerously low.

Try to remember that it's not what others think about you that matters. It's what you think about you that is important. And if you can begin to see yourself as a strong, competent, deserving and powerful person, others will begin to see you that way as well.

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### What Do You Think?

We all know how important interpersonal skills are to career success. But we're curious how many of you struggle with dealing with co-workers, customers, peers, or even bosses who lack the higher-level, more refined interpersonal skill set that your average person has.

In this month's "What Do You Think?" question, we want to ask you, **"Do you have any "difficult" people in your workplace, and if so, how do you handle them so they don't drive you completely over the edge?"**

We invite you to share your opinions, arguments, criticisms and stories with us. Please feel free to elaborate and e-mail your opinions to [jsgibbs@natsem.com](mailto:jsgibbs@natsem.com).

### Career-Lite - MURPHY'S LAWS ON WORK



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At Rockhurst University Continuing Education Center, Inc., your satisfaction is our #1 priority. That's why every seminar, conference and training resource we offer is 100% guaranteed. Every time. No questions asked.

There will always be beer cans rolling on the floor of your car when the boss asks for a ride home from the office.

Mother said there would be days like this, but she never said there would be so many.

To err is human, to forgive is not company policy.

A pat on the back is only a few inches from a kick in the pants.

Don't be irreplaceable, if you can't be replaced, you can't be promoted.

When upper management talks about improving productivity, they are never talking about themselves.

The PC that has locked up on you all day will work perfectly when the IT guy finally gets there to fix it.

If at first you don't succeed, try again. Then quit. No use being a darned fool about it.

When you don't know what to do, walk fast and look worried.

The last person who quit or was fired will be held responsible for everything that goes wrong — until the next person quits or is fired.

The higher the "higher-ups" are who're sitting in on your presentation, the lower your chances are of giving a successful one.

You are always doing something marginal when the boss drops by your desk.

If it wasn't for the last minute, nothing would get done.

The authority of a person is inversely proportional to the number of pens he or she is carrying.

No one gets sick on Wednesdays.

SEEN ON AN OFFICE WALL WARNING: "Dates in Calendar are closer than they appear."

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