



TriMetrix®HD Consistency

Consistency

The ability to do a task the same way time and time again.

Why is this behavior important?

People need to know that they can rely on you. They want the service they receive to be excellent each and every time. Consistency is one of the cornerstones of creating long-term customer retention and client loyalty.

We live in an age when the desire for instant gratification is common. People expect quick results, but lasting and meaningful success requires sustained and consistent effort. Anyone can work hard for brief periods of time, but to reliably produce results, we must consistently think and act in productive ways. Sometimes achievements will come rapidly, but usually they come over time from constantly practicing the things we need to do.

What are the skills associated with Consistency?

Someone who has mastered skills associated with consistency:

- Uses “cause and effect” thinking, relating behaviors and choices to corresponding consequences.
- Can be relied upon regardless of circumstances.
- Inspires others to have confidence in them.
- Uses established business standards.
- Converts rational decision-making into regular habits.
- Takes responsibility for predictable levels of productivity.
- Creates momentum through sustained effort.

- Clarify the goals you are committed to achieving.
- Establish actions and habits that are aligned with your goals and practice them regularly.
- Set a standard of excellence in each regular activity and stick to it.
- Communicate with others based on what you want to accomplish, not on temporary circumstances.
- Understand that random changes on your part could cause confusion or extra work for others.
- Hold yourself accountable for doing what you say you will do. When you haven't done what you promised, be honest about it and make a new commitment that you can keep.
- When possible, establish a pattern or checklist for accomplishing repetitive tasks. Using it will help you achieve reliable, predictable results.

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Activities

Activity 1:

What are the things you know you need to do on a consistent basis to accomplish your goals? Determine which things you are not doing regularly and prioritize them. Decide which ones you are willing to commit to doing on a regular basis. Identify any obstacles that may have impeded you in the past and make a plan to overcome them. Ask for help or advice from someone who has mastered consistency, especially someone who performs a similar role to your own. Make a daily checklist. At the end of the week, review your progress.

Activity 2:

Identify your top 3 accountabilities. What actions are required to achieve them? Identify a step-by-step process that leads you through the actions that must be performed for each of these accountabilities. Establish standardized procedures that are best practices for achieving results. Discuss your ideas with someone you respect and ask for feedback. Keep a daily progress report on how well you follow the standardized procedures (reporting makes us accountable). Review your daily reports on a regular basis

Activity 3:

In chronological order, write a numbered list of actions in your work-day morning routine.

For example:

- Turn-off alarm clock
- Make bed
- Shower
- Brush teeth
- Get dressed
- Make coffee.....

Now think about different scenarios such as:

What would happen if you omitted number 4 on your list?

What would happen if you switched number 3 and number 5 on your list?

This activity should help you to understand that random small changes can create chaos!

