

Failure comes from having no fun at what you do

By John Madden

“My job is not fun any more”. Have you ever said that to yourself? Studies tell us that 80% of people would rather be in a different job or working for a different company. If this is true for you, then your chances of being very successful at what you are doing right now are slim.

We spend 70-80% of our waking time doing work-related activities - getting ready to go to work, traveling to work, thinking about work, actually working, and winding down after work. If we spend that much time connected to work, we ought to enjoy it. But too often we are only turned-on by the things outside of work. – waiting till we can say, “Thank God it’s Friday.”

Try these tips to make work more fun.

- 1. Live in the moment. Fall in love with what you are doing right now. Find a connection between what you’re doing and what turns you on. Think of something you love to do and consider some of the elements that make that fun. For instance you may coach a children’s soccer team at the weekend and get a real kick out of seeing the kids’ excitement when one of their pals scores a goal. Can you apply this thinking on the job? What are the results of what you do at work that make you feel proud and that could make it more fun to get even better results? Then teach your employees to do that.**
- 2. Learn from the masters. What companies come to mind whose success is strongly related to having fun at work and making it fun for the customers? SouthWest Airlines is probably the best known – and the only airline that’s been profitable over the last twenty-**

five years continuously. The Fish Market in Seattle is another, where your fish flies through the air as they entertain and serve you at the same time. Just today, before I came back to finish this article, I went by Great Harvest Bread - on Central at Woodlawn in Wichita, Kansas - to have one of their great sandwiches and a cup of coffee. A charming smiling lady standing by the cash register greeted me. I told her I was in for a sandwich, upon which she boasted, "We have a great sandwich maker here" – and she meant a real person. The two young men working on orders were immediately attentive with rapid one-liners to make you smile and feel at home. Before long the place was filling up with more early lunchers and bread buyers like me, and several of us struck up conversations about this fun bakery and mini bistro café which gives you a free slice of any of their breads, and offers most appetizing scones, cookies, and muffins. The coffee was good and really hot, the way I like it - good enough to sue for, as that McDonald's customer might say! But it was the employees there, accompanied by the owner, Tim, who made it a fun experience for us, the customers. There are many places like this with great food and décor, but without the personal touch and fun experience that I got today at Great Harvest Bread. I visited with Tim to compliment him on his great team. As I did, two ladies visiting the city stopped to ask if he was the owner and thanked him profusely, showering compliments about his staff. I asked him how he does it. He said, "I do a lot of screening to find success-minded people like these who want to have fun taking care of our customers. Isn't it a coincidence that SouthWest Airlines does exactly the same! Try it today! Inspire, recognize, and encourage your employees to think and act like that, so they'll have more fun at work, and they'll want to come back tomorrow.

John Madden is an international speaker, trainer, and author of “Leap, Don’t Sleep” (How to get different results by doing something different). He helps businesses and individuals become more profitable through customer service training, changing present results, networking for profit, coaching skills for managers, stress management through humor, time management, and interpersonal skills. You can reach him at 316-689-6932; email at john@LeapDontSleep.com; web site: www.LeapDontSleep.com