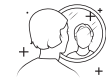


Service is



Month Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec All

Habit 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 Total



The Service Habits Tracker

How to use the tracker:

Tiny changes that expand into extraordinary results. The goal of the tracker is that you are becoming aware of how well you are implementing these service habits by staying consistent over time.

Each month, choose a cluster of habits to focus on. Maybe your team is focusing on the same few habits for the month to support each other, in any case you don't want to be trying to implement all 27 habits at once.

1. Write in the top left what cluster you will focus on and circle the corresponding icon, eg; Service is an Exchange of Energy.
2. Circle the current month at the top of the tracker and then list the habits you want to keep in the left column.
3. Each time you consciously and successfully complete the habit you intended, you mark an 'X' on that day.
4. At the end of the month, add up the total number of times you have completed each habit and compare your progress to your fellow team mates or even compare it to the previous month.

Service is an Exchange of Energy

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	All	Total
#21 Polish your shoes first	X	X	X	X	X	X	X	X	X	X	X	X	X	24
#22 Fill up your own fuel tank	X	X	X	X	X	X	X	X	X	X	X	X	X	27
#23 Stop multi-tasking	X	X	X	X	X	X	X	X	X	X	X	X	X	21
#24 Apply standard procedures flexibly	X	X	X	X	X	X	X	X	X	X	X	X	X	30!
#25 See the positive side of difficult situations	X	X	X	X	X	X	X	X	X	X	X	X	X	28

"Who you serve is irrelevant. How you serve is what separates the ordinary from the extraordinary" - Jaquie Scammell



Service is a **Mindset**

Habit #1
Choose to adopt a service mindset

Habit #2
Invest in internal relationships

Habit #3
Four seconds to pause, breathe and course correct

Habit #4
Imagine your thoughts are totally transparent

Habit #5
Stay present and be mindful

Habit #6
Continue or commence a meditation practice



Service is a **Choice**

Habit #7
Always reach a little higher when things get hard (emotional labour)

Habit #8
Lead by example through your values and behaviours

Habit #9
Always refer to behaviours when recognising colleagues

Habit #10
Always follow up

Habit #11
Start with the benefits when asking people to cooperate with you



Service is **Understanding**

Habit #12
Ask often (silently), "What's it like to be you?"

Habit #13
Replace BUT with AND

Habit #14
Use people's names, ALWAYS

Habit #15
Make time for reflection

Habit #16
Listen to understand, not to contribute

Habit #17
Squint with your ears



Service is **Asking**

Habit #18
Don't assume, ask

Habit #19
Ask a better question

Habit #20
Plan your conversations



Service is an **Exchange of Energy**

Habit #21
Polish your shoes first

Habit #22
Fill up your fuel tank

Habit #23
Stop multi-tasking

Habit #24
Apply standard procedures flexibly

Habit #25
See the positive side of difficult situations



Service is a **Practice**

Habit #26
Be impeccable with your word

Habit #27
Be gentle with yourself

