

# THANK GOD IT'S MONDAY!

Roxanne Emmerich



## TGIM WEEKLY AUDIO: Be the Head Coach

*\*Transcription*

*Thank God It's Monday!*™ Be the Head Coach. You count on them—your teammates. If even one of them fumbles, you can lose the game. The whole company can lose the game.

That's right...one person can blow it and take a company down. You've seen the news reports. One person guessing how to handle a transaction, when not knowing, can take down a company and cause legal problems. Another saying an inappropriate thing can jeopardize a whole company. And a receptionist who does a lousy job handling orders can cause sales to plummet requiring a major layoff of those who are not even "the guilty" parties.

So, here's the good news. You have far more control than you think. Know that YOU can hold your team accountable and you should. Managers of course are often the last to witness and error or bad attitude so know that you have a moral obligation to do the right thing and coach your teammates to get back on track.

A simple, "Hey, I'm concerned this may not be right." Or "Can we check that one more time?" Or even a "Help me understand why you are saying that to make sure we're saving those accounts."

*Let the words, "put me in coach" have more meaning as you coach your teammates to a Super Bowl!!!*

Have a great Monday!

Roxanne

*Roxanne Emmerich's Thank God It's Monday! How to Create a Workplace You and Your Customers Love climbed to #1 on Amazon's bestseller list and made the New York Times and Wall Street Journal bestseller lists—all in the first week of its release. Roxanne is renowned for her ability to transform "ho-hum" workplaces into dynamic, results-oriented, "bring-it-on" cultures. If you are not currently receiving the Thank God It's Monday e-zine and weekly audios, subscribe today at [www.ThankGoditsMonday.com](http://www.ThankGoditsMonday.com).*

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