

SOME KEYWORDS FROM QUINTON'S TALK: 'BACK TO BASICS - SAN SOLUTIONS'

- Alliances, partnerships, relationships, friendships and contacts – develop and retain them.
- Opportunism - learn to recognise, seize and exploit opportunities.
- Succeed with the resources you have available.
- Know the environment in which you operate – environments change.
- Positive attitude.
- Creativity, resourcefulness and innovation.
- Problem solving - identify the problems *exactly*, focus on them, deal with them...NOW!
- Think differently – 'out of the box'.
- Our income source (customers) keeps us alive - look after it, care for it, protect it.
- Grow your income source.
- Customers - know, understand and respect your customer.
- Change - embrace it. Identify the change and adapt...immediately!
- Adapt or Die!
- Diversification in times of change.
- Training, skill development, mentorship - become a champion at what you do.
- Develop other members of the team if *you* wish to thrive.
- Personal development is a continual process.
- Confidence in your own abilities – what you think is what you become!
- Backup and support divisions - 'the Back Office' – lifeblood of any team.
- Deliver! Excellent product, service and quality... always!
- Identify the skills/talents/experiences within the team – then apply them to the job.
- Product knowledge, product development.
- Always go the extra mile and always exceed plan.
- Tools and equipment – care for and know how to use your equipment – properly!
- Set attainable goals and objectives – set them high.
- Identify ... then *hunt down* your profits!
- Planning and strategy.
- Obstacles in your way – identify them.
- Time management leads to increased productivity.
- The Team - efficient, effective, professional, adaptable, disciplined team members.
- Speed! Agility!
- Common goal/purpose in the team.
- Communication - constant, clear and accurate.
- "If You Don't Make The Difference, You Don't Matter!"
- Setbacks and adversity – put them behind you – move on!
- Positive Attitude – a Survival Strategy!
- Never give up – get on with the job!
- Focus – crucial for success. Maintain direction.
- Be proactive – think forward – anticipate.
- Blame – never blame the equipment/anyone else – take responsibility and follow through.
- Total accountability for your actions.
- Demonstrate your capabilities.
- Multi-skilling..., empowerment..., total commitment.

- **“Not my job !?”**
- **No free meals on the team.**
- **Marketing, promotion, advertising.**
- **Leadership. Look, act and behave like a leader ...always!**
- **Competitors - know who they are. Are they doing something better than we are?**
- **“If You’re Not Hunting, You’re Being Hunted!”**
- **Complacency kills – never be complacent.**