



Show your potential by stepping up

Customer service reps agree that one of the best ways to stand out in your organization is to raise your hand and volunteer.

Volunteering not only gives you the opportunity to help others — whether during the holiday season or at any other time of the year — it also gives you the chance to stand out and show your leadership potential in the organization.

In fact, whenever we have asked TCC's "Ask the Panel" contributors what reps can do to show that they are ready to move up or to show their management potential, one of the leading answers has been — "volunteer."

Here are some examples of the advice that has been offered by our panelists:

■ To prepare yourself for a management position, you should volunteer to fill in for your supervisor when he or she is absent, volunteer to write up instructions and train new coworkers, and make suggestions for improvements based on data analysis. Also, be helpful, positive, and encouraging to your coworkers. And most importantly, be dependable. — Tracey Fulkerson, U.S. Postal Service

■ In order to demonstrate management potential, I would suggest that you volunteer for various

jobs or assignments that your boss or other managers may have. I would come in early and work a few extra hours — and do whatever is at hand to demonstrate commitment and devotion.

— Crystal T. Pritchett, Jericho Professional Services

■ Volunteer for everything! Some activities that you may be able to help with include: facilitating teammate coaching, working on specialized projects, presenting at team/manager meetings, asking for delegation of supervisor tasks, creating work-related bulletin boards, etc. The benefit of volunteering for tasks outside of your regular duties is that you will gain experience, make yourself more visible within your organization, and the next time your supervisor needs someone to complete a task, the likelihood that you will be called upon to do that task increases greatly.

— Megann Wither, Navy Federal Credit Union

And in addition to volunteering regularly, Mary Anne Sears of BayCare Health Systems suggests taking advantage of "any programs or classes that your organization offers. The more you know, the more you can do."

