

Deliver the Promise...

By Deepak Bharara



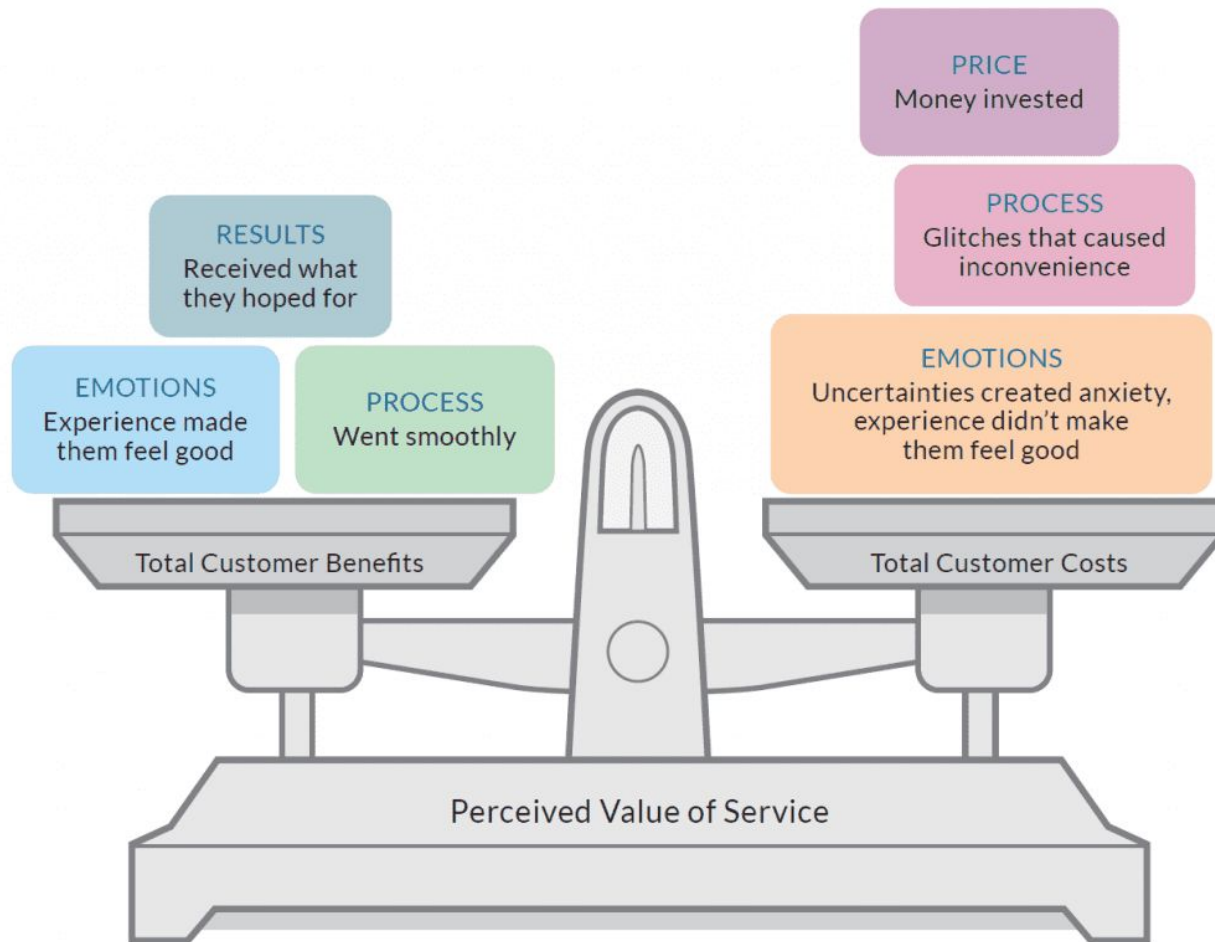
LEVERAGING PEOPLE FOR TOMORROW...

What is “Promise”...???



Promise means a commitment to create value. To do or not to do something in future

Perceived Value ...



Three Perspective of Success...





Promise, is a big word. It either makes something or it breaks everything.

Type of promises...



- ◆ **Promise to Self ...** Low risk, impact is limited to self
- ◆ **Promise to others ...** High risk, Impact is huge including reputation & creditability loss

Examples of promises...

- ◆ Your Goals/KRA Setting
- ◆ Negotiation with Stakeholders
Vendors/Banks/Employees/Customers
- ◆ Relationship Management with
Friends/Boss/Family/Society/Statutory Bodies



If promise is not delivered ... then what
...**The other person is Waiting & Looking...**



Impact of not keeping promise...

- ◆ Personal Creditability loss – Not Trustworthy – a Liar
- ◆ Negativity in the system
- ◆ Unhappy Customers – Internal/External
- ◆ Bad & Strained Relationship
- ◆ Loss of Business – Poor Cash Flows



The Trust Factor

“You gain a huge advantage when people know your words is as good as gold

In today world, there seems to be fewer and fewer promises we can fully count on. And people really appreciate it. When yours is one of them

You may lose some tactical flexibility by keeping your word – but you earn a dividend as well” – by Tony Simons

Execute & Deliver the Promises ...

- ◆ Focus on your customers – internal/external
- ◆ Make a good impression
- ◆ Let people hear your smile
- ◆ Listen to voices around
- ◆ Be prompt – you are not a turtle
- ◆ Appreciate the sense of urgency – call back
- ◆ Use all your resources/tools to fix the problem/issue - take an extra mile
- ◆ Don't be afraid/fear – ask for Help /Seek advise



Important Pilers to Deliver the promise...



Ownership/Accountability/Responsibility



Trust Self/Others

- Positive Intent
- Be yourself
- Respect others
- Collaborate
- Create
- Trust Self & Others



Communicate Effectively



Collaborate/Teamwork



Manage your time effectively



How to be Effective on Promise...

- ◆ Don't make big promises – Under Promise and over Delivery
- ◆ Take Ownership - Remember what you have promised & take action
- ◆ Be Organized - Think before you act – Collaborate, if required
- ◆ Be Motivated
- ◆ Be Principled
- ◆ Communicate Effectively
- ◆ Take Accountability for your actions
- ◆ Look for Cost Effective Solution's
- ◆ Consistency is the key



***“Don’t make promises
you can’t keep” – Nancy
M Finney***

**People will trust you more
when you keep your
promises.**

**Give it all, make your
promises a reality, and
you’ll excel in life**



In conclusion...

Promise only
what you can
deliver
Then deliver
more than you
promise

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Mobile: +91 9810048409