

Choose...

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companies, and very few had even the patience for me to finish my sentence before transferring me to a destination they guessed - so I often end up being bo unced back and forth between officers!

Does this mean the officers in these big companies do not know about the value of a customer? No! Of course they are well aware of it and I believe they have attended many customer-service training workshops. The simple reason why the preached information is not practiced everyday is because these individuals are yet to realize the direct connection between the messages in the numerous trainings they have received and their work practices! Also, they are not taking responsibility nor directly contributing to the overall company goals.

They are staying in a 'comfort zone' where blame is minimal and work is mediocre!

Most people find it challenging to link information to requirements. And even more people find it impossible to USE information for behavior change and modification! This is the paradigm shift that needs to take place in order for the numerous training opportunities you receive to actually bear results for you. Every book you read, every training you attend, every lecture you listen to is an opportunity for you to develop as an employee and an individual! If you would like your circumstances to improve - you need to improve yourself!!

To expect different results while doing exactly the same - is the definition of delusion!

Go on, take the challenge of reinventing yourself - better, sharper and stronger!

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Fashion

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"When you think about it, it's really not that much," says Little. "With an average designer piece running \$300, women today are either not buying much, or they're shopping smart. And my guess is the latter."

What's hot this season? And what are the rules for summer dressing at the workplace? Kirston Mann, Hollywood stylist to the stars and writer of Fashion Cents(TM), a new WomensWallStreet column that covers all things fashion-minded, gives five tips:

1. Sandals are hot. But flip-flops are a definite workplace no-no. "Could you take someone seriously if their shoes make "flipping" noises around the office? I don't think so," says Mann.

2. This summer's must-have is a print skirt or top. "Try bright, lively colors that make a splash," says Mann. "Don't be afraid to add some yellows, reds and bright pinks to your look. And this year's freshest look for skirts is full. As in 'broomstick' and hippie-style."

3. Think beyond eBay. Says Mann, "There are tons of great sites where you can score designer pieces at discount. Try www.laredoute.com, www.youx.com or ItalysOutlet at www.efashion-house.com. You'll get some fabulous mark-downs."

4. T-shirts are a go for summer - dress them up with necklaces like Native American turquoise or trade beads. "Add a summer skirt and sandals and you have a fun, classy workplace look," says Mann.

5. Summer's hottest trend? Metallic shoes and handbags. Golds, silvers and coppers are everywhere this season, from Manolo Blahnik to Old Navy. Says Mann, "But remember, it's a trend - it won't last. If you want to add metallic to your look, avoid the pricey stuff and look for a deal."

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