

# **9** **professional** **secrets of top** **performers**



**1**


# **Wait to speak in meetings**

- Resist the urge to jump in right away. Let others take the stage and then jump in with value.
- Take quick notes on others' points and find the connecting threads.
- When you do speak, start with "Building on [people]'s points about..." to show you're a collaborative team player.




**2**

## **Master the art of the "soft no"**

- Offer a smaller contribution you can make now instead of a complete refusal.
- QA, answer questions or do a quick demo for a team member, do one small part and pass it off. 
- Always provide a clear alternative or solution when saying no.

**3**

## **Write everything down**

- Your brain remembers & processes better when you write things down analogue.
- Create a dedicated "quick capture" notebook for every meeting and random insight. 
- Use the 2-minute rule: If it takes less than 2 minutes, do it immediately after writing/meeting.

# 4

## Keep everyone's secrets

- When others share with you, keep it confidential (exercise critical judgment. of course).
- Stay out of office gossip and redirect to other topics.
- This builds trust over time and is a key management skill. Your manager may test you on this without you knowing it.



**5**

## **Ask better questions**

- Ask open ended questions that encourage others to elaborate on their positions.
- Approach conversations with genuine curiosity.
- Question core assumptions about the business and approach things with “fresh, day one eyes” to find gaps others miss.



**6**

## **Prioritize your deep work time**

- Start with a 5-minute ritual to signal your brain it's focus time.
- Put your phone in another room or a locked drawer and turn on “do not disturb” for all computer notifications.
- Use the “touch it once” principle: Complete small tasks immediately during focus time.






# Build your process library

- Create a "swipe file" of your best emails, presentations, and project plans.
- Document your shortcuts and workflows while they're fresh in your mind.
- Share your templates generously to position yourself as a valuable resource.



**8**

## **Document everything**

- Send brief follow-up emails after every important conversation.
- Keep a weekly "wins" journal with metrics and positive feedback. 
- Create before/after snapshots of your major projects and improvements.

9

## Get things done early

- Submit work 48 hours before their deadline to build a reputation of reliability. Don't be the bottleneck!
- Use the "two-day buffer" rule: start projects two days earlier than you think you need to.
- When emergencies hit, you'll already be ahead instead of underwater.



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