

Holly Stiel's **Service Moments!**

Keep your service spirit alive with these inspired insights from world renowned service expert Holly Stiel

The Winning Combination

A good friend of mine is in the furniture business, specializing in office furniture. His company doesn't as much sell the furniture as design office spaces that optimize business effectiveness. He recently told me about an experiment that a huge high-tech company conducted. There were two control groups, and each group was given the same problem-solving assignment. One group worked in traditional individual cubicles. The other worked in an open arrangement that encouraged collaboration, where each member of the team could easily see each other and communicate.

Who solved the problem the fastest? The group that worked in cubicles reported that they had solved the problem in seven days, while the group that worked in the open arrangement solved it in five. Perhaps it's not surprising that the group that could collaborate with ease came to a solution earlier. What is interesting—and thus grist for this service moment—is that it

was later discovered that the team in the cubicles had actually solved the problem in five days, too. The problem was: No one knew it!

The moral of this story for me is that there's more to achievement than just ability. It takes a combination of aptitude and environment—specifically one that's conducive to success—to promote maximum effectiveness. In fact, I think the importance of creating an optimal environment applies to any industry—applying even to those who work at home!

Can you think of any environmental constraints in your workplace? What might you rearrange to become even more effective?

If you have examples or thoughts about the importance of “attitude” in your work, please send your comments and stories to holly@thankyouverymuchinc.com.

We'd love to hear from you!

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