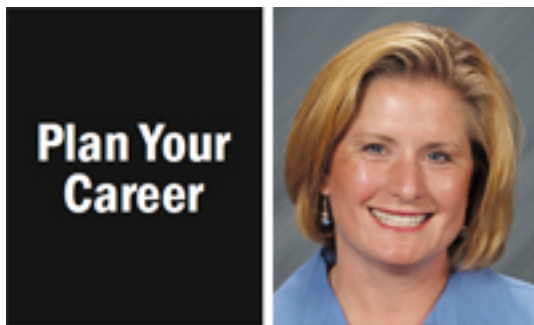


## This year, resolve to deliver

Written by Julie Desmond  
Friday, 30 December 2011 14:24

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**By Julie Desmond**  
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2012. It's here. Malleable, uncluttered and amenable to our whims and wishes, 2012 was delivered to each of us at precisely that point in time when we expected it to arrive. What if every transaction was so flawless?

I challenge you, and myself, to make this the year we deliver. Whether the transformation is freaky fast or slow good, dedicating a year to improving your delivery can change your career and your outlook long after 2012 is taken away from us.

Resolve to deliver on your promises. And resolve to recognize a promise when you make one. A commitment on a contract and a casual, I'll pick that up while I'm out, are equal on the promise scale. If you say you will do it, do it. That's delivering.

Resolve to improve your delivery, as in your presentation and communications skills. This can be as simple as improving your vocabulary, which is as simple as learning one new word per day. Seek out opportunities to speak to groups, to lead projects, to read at worship services. These innocuous experiences can develop into lifelong public speaking skills and an ability to deliver your message effectively when you need to.

Resolve to deliver your attitude. When you remove the negatives from your vocabulary, your entire perspective can change. For example, the printer isn't broken, but it might be ink-challenged. Your boss is not a jerk; your boss has an alternate viewpoint. This takes practice, but can become a part of who you are and how you see the world.

Resolve to deliver your time, talents and treasure where they are needed. Unlike the pizza place down the street, you might not want to wait until the phone rings to make this delivery. Seek out those who need what you have to offer.

Then deliver.

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