

How to Make Yourself Indispensable

Indispensable

Indispensable people deliver impact wherever they are. They rise to the occasion—no matter the role, project, assignment, or challenge—and adapt their skills to accomplish whatever needs to be done.

VS.

Irreplaceable

Irreplaceable people are locked into a role. They have knowledge, skills, or information that they aren't willing or able to share and often think they are "protecting their turf."

Traits of an Indispensable Employee

- Takes ownership of his/her responsibilities
- Goes above and beyond
- Performs well under pressure
- Is adaptable
- Is a team player
- Is replaceable

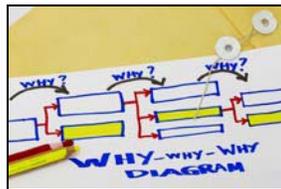
For Every Problem, Bring a Solution

1. Correctly identify the problem.
2. Research potential solutions.
3. Assess options.
4. Present a suggested option to your boss.

Root Cause Analysis Tools



Fishbone Diagram



5 Whys Diagram

Expand Your Sphere of Influence

- Look for processes/practices that can be improved.
- Volunteer for career-expanding responsibilities.
- Work with other departments or people.
- Expand your network and increase your visibility.

Take Initiative

- Be proactive, not reactive.
- Build confidence.
- "Feel the fear and do it anyway."

Perform Triage

- Determine the most critical issue, document the circumstances.
- Determine how quickly it must be dealt with.
- Create a to-do list for resolving the issue.
- Complete each step!
- Create an after-action report that captures what you learned from the experience.

Increase Your Intellectual Flexibility

- Curiosity
- Creativity
- Mental agility
- Future orientation
- Ability to handle ambiguity

Be Someone Others Want to Work With

- Be reliable.
- Be a good communicator.
- Be engaged.
- Be pleasant and positive.
- Begin every relationship with openness.
- "Pick up the trash."

Stand Up for Standards

1. Establish high standards for your team and hold each other accountable.
2. Determine ground rules. How will team decisions be made? How will each team member contribute? How will team members conduct themselves?
3. Document and post established standards.
4. Establish consequences for non-compliance.