

Kevin Monahan, 12Stone Church.

The Monahan 10:

1. Take care of your mind, body and soul. Keep learning. Keep growing.
2. Confidentiality creates trust. Trust is everything.
3. Respond to EVERY email and/or phone call within 24 hours.
4. Come prepared. Ask a lot questions. Say what you mean and mean what you say.
5. Take initiative. Move forward. Don't bring me a problem that you can solve.
6. Everybody makes mistakes. Learn from them, don't excuse them.
7. Document everything. Spell check. Bullet point. Over communicate.
8. Be thankful. Appreciate others.
9. Clarify and evaluate. EVERYTHING.
10. Make the problem the problem, not the person. There is a huge difference between PERSONAL and PROFESSIONAL issues.