Punctuality Lesson
Improving the Employment Experience

Purpose
Help employees be more punctual by understanding the principle.

Principles
1) It is more than simply being physically present at a particular time. Why and how you show up can be just as important as actually showing up. If you are present, but mentally unprepared, then your presence might not mean very much.
   Being present is more than physical location; it’s a mental awareness and preparation. Being present implies that we are able to participate in the current situation. It is a way of showing respect to others and demands respect in return.
   a. Think of a time you were late to a meeting. How did you feel? Why?
   b. Think of a time someone else was late. How did you feel? Why?
   c. Why is being “present” important, or not?

2) Punctuality is an easy way of showing your level of respect for others and their time. Clear messages of respect are essential in the professional and scholastic spheres. A mutual understanding and agreement of propriety can help build strong relationships. Making people wait sends a message of arrogance, carelessness and incompetence.

3) Quote by Marvin J. Ashton: “Being on time to appointments is a phase of self-discipline and an evidence of self-respect. Punctuality is a courteous compliment the intelligent person pays to his associates. Punctuality, or the lack thereof, oftentimes is the only introduction one will ever have to new groups and friends. Serenity and poise are not the companions of those who lack the courtesy and judgment to be on time.”

4) How punctual are you? It is much easier to learn from our habits than our actions. Habits are rooted in values, beliefs and preferences. If being late is a habit (not a rare occurrence) there must be subliminal reasons. Common reasons are: lack of self-management; disrespect for others; lack of motivation and dependability; pride. Generally speaking, it comes from a lack of preparation of an overemphasis on personal needs. Focusing on becoming other-oriented helps develop a sense of humility and respect.

Visualize (Examples)
1) Imagine you’re sitting down to watch the 6:00 p.m. news. How would you react if it didn’t start on time? What if it took until 6:10? How would your confidence in that organization change?
   a. How does our impression affect our trustworthiness?
   b. What messages do you send by missing deadlines?

2) A 2011 CareerBuilder survey estimates 15% of employees were late once per week.
   a. What do our habits say about us?

3) Diana DeLonzer estimates that being 10 minutes late over the course of a year would cost roughly one week of pay.
   a. What are we losing besides our time?

4) George Washington was notorious for being punctual. His meal times were strictly scheduled. He once said, “My cook never asks whether the company has arrived, but whether the hour has come.”
a. How does our punctuality affect the people around us?

b. How does it affect our own lives?

5) Escalator Video – Don’t let little things keep us from where we need to be.
   a. [http://www.youtube.com/watch?v=2GbRoDxcIz8](http://www.youtube.com/watch?v=2GbRoDxcIz8)

Resources

1) “A Man is Punctual: The Importance of Being on Time,” Brett and Kate McKay, July 16, 2012
2) “Proper Self-Management,” Marvin J. Ashton, October 1976
3) “Little Things Matter: The Importance of Being on Time,” Todd Smith, 2010