

In My Own Words: How I discovered *The Napkin, the Melon & the Monkey*

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In May of 2007 received an email from Bonnie Bischoff to all the supervisors informing of a new book being added to our corporate Learning Development Center. It was suggested as a quick read, associated with our customer service industry. Being relatively new to the Customer Service and Market's Department, a Supervisor to a key specialty team (New Construction) within Call Services, the recommendation coming from our Employee Development Team and recently completing a degree in Resource Development, I thought it would be something I should check out. Upon receiving the book, I decided to read the book over the weekend. I started it and could not put the book down! It was like someone had been a member of our team and was recording everything in the book (smile). I HAD to share it with others, especially members of my team.

In June each ambassador in New Construction was greeted with a copy of the book when they arrived at work. That morning, I asked each member to read the book and be prepared to discuss during a team meeting. Some members started to read the book immediately. They found themselves reading on their break, during lunch and one lady made sure to finish before going home, because she wanted to pride herself on being finished first. Of course this created a "buzz" around the entire center – something special was going on in New Construction and they wanted to be a part of it. I asked the team to identify one Aha!, that was important for them and to explain why it was important. While I did not have a chance to move beyond this point, (I was blessed to be promoted in September to manager, which included relocation to another site), but the members of the team continue to share that common bond with me.

The book has impacted me positively in the workplace and personally. Not only did I share the book with members of the team, I shared with my Manager and Director. I encouraged my peer supervisors to read the book and use it. I have shared the book with family members in the customer service field (son in Minnesota and sister in Arizona). Since that time, my nephew has given the book to his Director at ATT in Atlanta. I have shared the book's website, www.napkinmelonmonkey.com, with my supervisors, family and friends.

While I value each Aha!, and have used them at different stages of my life and for different purposes, Aha! #18 – "Success comes from bringing out the best in others" has a direct relationship to my personal mission statement, which I established for myself over 8 years ago. It is my desire in life, to make sure that I let others know how special they are, they have a unique gift/talent, to know they are important, and how they contribute to our success. If I can assist them in developing that strength, I am honored to play a part."