



This leaflet has been produced by the
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Going the Extra Mile



going the extra mile
a guide for employees



What Does Going the Extra Mile Mean?

The expression "going the extra mile" means to do more than is required or expected of you. It refers to great acts of service where you do something to help others or you make something succeed.

- ◆ Many of you will do this automatically without even thinking you are doing anything special, maybe saying, "this is what I always do, it's no big deal". You like to help relatives, friends and colleagues.
- ◆ Some of you may 'go the extra mile' for a reason or person, pulling out all the stops when necessary. Your energy is directed towards an event when it occurs, and you are quick to 'step up to the plate' and do whatever you can.
- ◆ As an employee, "going the extra mile" in the workplace makes a positive difference to your place of work, and more importantly also to colleagues.

"I enjoy my job and I work with great people so helping others and ensuring my customers are satisfied is something I am happy to go the extra mile for".



Going the Extra Mile In the Workplace

Some Ideas:

Looking after your own health, mentally, physically and emotionally is important. It gives you the energy and personal resilience to go that 'extra mile' without compromising your own health.



With a sense of purpose and energy, ideas flow that can encourage innovation, drive and ambition in yourself and others. Surprises delight people and can promote a positive 'can do' attitude and great all-round working atmosphere.



Here Are Some Suggestions:

Make a difference wherever you can by contributing more than you have been asked for. You could support or provide cover for a colleague; volunteer where you can or finish off a really important piece of work even when it's home time.



Provide great service with pride; give an open warm welcome; take store customers directly to an item they are looking for; follow through on requests using your initiative and communicate honestly with your manager.

