

BN JOURNAL



SUCCESS AT WORK

ISSUE 009

Be useful. Be reliable.



Start with the work in front of you. Understand what matters, make room to do it well and help the next person move forward.

01 / THE WORKING PRINCIPLE



Define a good result.

Before starting, clarify the outcome, owner and deadline. Ask what a finished, useful version should contain. Confirm assumptions instead of quietly guessing.

03 / THE WORKING PRINCIPLE



Protect a focus block.

Give the most important task a clear place in the day. Reduce optional notifications, while keeping a channel open for genuinely urgent work.

05 / THE WORKING PRINCIPLE



Make realistic promises.

Check your workload before agreeing to a deadline. If the timing becomes uncertain, flag it early and propose a practical next step.

02 / THE WORKING PRINCIPLE



Choose the priorities.

Pick up to three important outcomes for the day. If everything is urgent, ask your manager which task should move first and what can wait.

04 / THE WORKING PRINCIPLE

Check before sending.

Review names, numbers, dates, attachments and the action you are asking for. A short final check is part of finishing the work.

06 / THE WORKING PRINCIPLE



Close the loop.

Confirm when the task is complete. Share the result, where the file lives and anything the next person needs to act on.

THE DAILY QUESTION / What useful result will someone be able to see by the end of today?

Clear work. Stronger relationships.



Good work needs good communication. Make your thinking easy to follow, stay open to correction and keep learning from the people around you.

07 / THE WORKING PRINCIPLE



Share progress early.

Give a short update: what is done, what is next and what is blocked. Bring problems into view while there is still time to change the plan.

09 / THE WORKING PRINCIPLE



Request clear feedback.

Ask: "What should I keep doing, and what should I change?" Turn one useful suggestion into an action, then check whether the next attempt improves.

11 / THE WORKING PRINCIPLE



Write for the reader.

Lead with the purpose. State the request, the owner and the date when relevant. Use clear file names and leave notes that another person can follow.

08 / THE WORKING PRINCIPLE

Ask useful questions.

Explain what you understand and what you have already tried. Then ask the specific question that will help you continue. Seek help sooner when the stakes are high.

10 / THE WORKING PRINCIPLE

Give people credit.

Acknowledge contributions and take responsibility for your own part. Listen before responding, especially when you disagree. Keep difficult conversations specific to the work.

12 / THE WORKING PRINCIPLE



Build one useful skill.

Choose a skill connected to your role: a spreadsheet function, product knowledge or clearer writing. Practise it on real work and keep examples of progress.

THE COMMUNICATION CHECK / Can the other person tell what happened, what is needed and what comes next?

Make progress visible.



PLAN / FOLLOW THROUGH / REVIEW

01 Monday: choose the week.

THREE OUTCOMES, CLEAR NEXT STEPS

Write down three outcomes for the week. Give each one a next action, an owner and a realistic date. Confirm priorities with the people depending on your work.

Example: "Prepare the quotation by Tuesday, confirm the shipment status on Wednesday and submit the weekly report on Friday."



02 Daily: leave a clear trail.

A SHORT START, A CLEAN FINISH

Begin with the next important task. Before finishing, update your task list, record any decisions and flag anything that needs help or a changed deadline.

Keep a small record of completed work. At the end of the day, note tomorrow's first action so you know where to begin.



03 Friday: review the evidence.

RESULTS / LESSONS / NEXT WEEK

What was completed? What remains open, and why? What did you learn? Review the actual work, then agree on the next steps for unfinished tasks.

Choose one improvement for next week. Keep the routine sustainable: making progress also means knowing what to defer, simplify or ask for help with.



Original BN editorial guidance. Adapt these working habits to your role, team and agreed responsibilities. AI-generated artwork is illustrative.

