

The Tradition Continues

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TO A BETTER 2026

2026 RESOLUTIONS FOR RETAIL PROFESSIONALS

MY PERSONAL NEW YEAR'S MESSAGE OF GRATITUDE HONORING THE PAST — FLOORING THE FUTURE

Practice positivity and daily improvement—because anything we do can be done better. And remember the ten two-letter words behind success:
IF IT IS TO BE, IT IS UP TO “ME” (you) or “US”

Greetings and Happy New Year friends. For more than 25 years, I have shared my New Year resolutions with the retail industry. Through all the change in our world, one truth remains: at TDG, we create the finest flooring on this planet. I am deeply grateful for your insights, critiques, support, friendship, and the knowledge you share—each interaction challenges me to grow and become better. Thank you for that gift.

2026 is a very special year as it marks a historic milestone—the 250th anniversary of a nation built on opportunity, innovation, and progress. As we honor that legacy, we embrace its spirit: *Honoring the Past and Flooring the Future*. Despite political noise, tariffs, and uncertainty, retail flooring held steady—declining only slightly or remaining stable for those determined to win market share. For more than three years, the industry has had no shortage of reasons to explain a soft market. Yet many continue to rise above the distractions, create opportunity, and chart their own path forward. **That resilience is the lesson. That mindset is the advantage. And that spirit is what will define our future.**

Too many are hoping and wishing that 2026 will simply be a better year. But hope and wish are not strategies. This year, I offer a different perspective: **CREATE YOUR OWN FUTURE.** I am confident that with three focused resolutions—executed with intent, discipline, and passion—you can generate meaningful growth for yourself and your business.

Welcome to 2026, a new year with new opportunities. This year will be exactly what you make it. We are one year older, hopefully wiser, and more experienced. Some of last year's goals were completed; others still await us. Let us finish them. With gratitude for our blessings, let us not predict the future—**let us build it.**

My 2026 personal resolutions:

- **Prioritize quality over quantity.**
- **Commit every action to making this world—and this industry—better.**
- **Focus relentlessly on supporting your success.**

These reflections are my personal views (not of TDG)—shared independently and shared with sincerity. Here's to a year of optimism, discipline, and unstoppable progress. Let's get to work.

NEW YEAR'S RESOLUTIONS FOR RETAIL PROFESSIONALS

Select the ones that would improve your success in 2026

- 1) Create your FUTURE:** As Peter Drucker said, **“The best way to predict the future is to create it”**. The future isn't predicted—it's built. Define your plan, write it down, and refine it until the path becomes clear. Design the process: what you'll do, what you need, and who will help you achieve it. Set three goals—**Minimum, Reasonable, and Dream**—and pursue them with discipline. When your goals are structured, your results become inevitable.
- 2) Complain with SOLUTIONS:** Complaints without solutions are noise. If something isn't working, bring at least one idea to make it better. It may not be perfect, but it can spark meaningful progress and strengthen your problem-solving mindset. Improvement is a choice—every day. Ask yourself: **Am I advancing, or am I anchored to the past?**
- 3) Share the CONTROL:** Today's customers are informed, empowered, and prepared. They don't want to be controlled; they want to be guided. Share the process, listen actively, and focus on what they say—and what they don't say. Their body language, curiosity, and questions reveal the path to trust. Control isn't the goal; **delivering value** is.

- 4) **Narrow the SELECTION:** If everything is special, then nothing is special. Review your product mix every six months and remove what isn't selling—or discover “Why” not selling or “How” to sell. Make decisions based on data, not emotion. Clutter confuses your customers, slows your sales process, and wastes valuable time. A curated assortment creates confidence. **Less isn't less—less is more.**
- 5) **Disciplined SELLING:** “Whatever it takes” often produces “whatever” results. Discipline creates consistency, and consistency creates excellence. Follow a structured process every time—like the **RightSellingSM Five-Step Method**—and never skip steps. Disciplined living and selling means doing the right things, even when they are difficult, inconvenient, or unnoticed. We always know what's right; the discipline is choosing to do it.
- 6) **Create Success in a flat MARKET:** Your customers, not you; decide the value of what they can afford. Stop selling to “Yourself.” Doubt and hesitation show up in your tone, body language, and recommendations. When you ask the right question, starting with the best becomes effortless. Start with the **best**; step down as needed. Block out market noise, upgrade your skills, and commit to creating your own momentum. **Growth happens when you lead the customer, not your assumptions.**
- 7) **Add a new TOOL:** Growth requires curiosity. Read, attend, listen, and learn. Pick one new idea, technique, or tool that improves your presentation, saves time, or boosts efficiency. With a mindset for continuous improvement, everything you do can be done better. **Learning is the investment; improvement is the return.**
- 8) **Use Your Email Signature STRATEGICALLY:** Every email is a branding opportunity. Your signature is premium space—your personal billboard. Use it intentionally: reinforce your message, your values, your tagline. Every place you get an opportunity and the message merits, include a simple invitation like, “*Feel free to share my information with family and friends—I'll take great care of them.*” *Small touches create big opportunities.* **Note:** *Don't forget your cell phone emails.*
- 9) **Network With PURPOSE:** True networking is not about what you get—it is about what you give. Mentor a newcomer. Support your reps. Call someone just to encourage them, not because you need something. Share insights respectfully, even when it's uncomfortable. When you give without expectation, relationships deepen, trust grows, and help returns in ways you never imagined. **Doing nothing guarantees no mistakes—but also no impact.**
- 10) **Your customers know how to SELL:** Past customers are your most powerful sales force. Most RSPs stop nurturing them because they “assume” they won't need flooring [your products/services] for 10–15 years. But great service creates advocates who want to talk about you. Send thank-you notes, reminders, and occasional check-ins. Build a following of customers who promote you naturally. Your job is to give them reasons—and opportunities—to brag about you.

Bonus: Shop and Tour With PURPOSE: Go shopping—not to buy, but to learn. Study how other businesses sell, serve, and present. Observe what works and what doesn't. And whenever possible, tour your manufacturer's facility. Seeing how products are made builds confidence, credibility, and a deeper understanding of value. Learning from others sharpens your own excellence.

Happy Selling, Happy New Year, please share the resolutions with all who would benefit.

Respectfully,
Pami Bhullar

Note: **RightSellingSM is a Five-Step Selling Methodology.**
If you need a copy, please ask.

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