

Stuff That Works At Work

Chapter 18

“Facing Reality”

Take Action

Stuff That Works At Work

Chapter 18 Take Action: Content

- Each month, benchmark key performance indicators within your industry. Survey those you work with to rate your team's performance. Analyze the results, and honestly assess where improvements can be made.
- In meetings, start asking the question, "How do we know we are winning?" With your team, assess the criteria for winning and identify shortfalls to be improved upon.
- Invest time on Stuffthatworksbooks.com to find ways others have made collaboration work for them

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Chapter 18 Take Action: Action 1

Each month, benchmark key performance indicators within your industry. Survey those you work with to rate your team’s performance. Analyze the results, and honestly assess where improvements can be made.

ACTION

Benchmarking yourself against others is the key to improvement. You have to compare and know where you stand.

You must share this data with those involved in the process. You must have alignment on what you are tracking and how the measurements work.

This alignment and discussion are what allow you and your team to face reality.

Now you can begin to develop action plans for improvement and you have a way to measure their impact.

EXAMPLES

FACTOR	US	THEM	RATING	ACTION
Price	3.00	2.50	Worse	Second Beat Their Price
Cost	2.00	1.50	Worse	First restructure to cut cost by 50%
Profit	1.00	1.00	Same	Match Competitor Profit to gain share

FACTOR	US	THEM	RATING	ACTION
Units per Hour	50	45	Better	Maintain Rate
Errors	10	5	Worse	Tracking of errors will reduce errors by 3
Finished Goods per HR	40	40	Same	Focus on error reduction with now reduction in production

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Chapter 18 Take Action: Action 2

In meetings, start asking the question, “How do we know we are winning?” With your team, assess the criteria for winning and identify shortfalls to be improved upon.

ACTION.

This is a powerful question. How do we know we are winning?

It requires you to decide how to keep score.

It requires you to actually begin to keep score.

Once you keep score you begin to improve your game.

Keeping score drives behavior. It builds team. It builds winning teams.

And keeping score and winning is really fun and we all know fun works, right?

EXAMPLES

Hey Team,

I really enjoyed our conversation yesterday regarding how we know we are winning.

It is clear that we need to begin benchmarking our team with others on a few factors.

We agreed that projects completed on time and under budget was the measure of a winning team.

I spoke to the other team leads and we are going to have a little competition over the next 6 months.

Game on!

Joe

Team,

It is clear that we are not the best team based on our budget over runs.

We have agreed to implement the attached budget management process in order to drive improvement.

We are all committed to winning over the next three months.

Let's get 'er Done.

Joe

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Chapter 18 Take Action: Action 3

Invest time on Stuffthatworksbooks.com to discover more ways to add fun to daily office life.

ACTION.

This is an easy one.

I believe that each of us can help someone else.

There is so much to know and to experience. You just can not do it on your own. So the best way forward is to share and learn from each other.

Technology makes this so easy today. That is why I built the web site Stuffthatworksbooks.com.

It only reaches its potential if you join in and add the stuff that works that you have found. Please make a contribution today. Help others find the Stuff That Works.

Others have already shared their stuff that works so be sure to check the site often as there is probably something to improve every area of your life.

The community is waiting and growing. I hope you will join in and make a positive difference.

Thank you!

EXAMPLES

CONTRIBUTE

It is easy to share your Stuff That Works.

Simply click on “Contribute” from the main menu.

Then select “Submit an Idea”.

Easy!

Learn From Others

It is easy to Learn Stuff That Works from others.

Simply click on “Contribute” from the main menu.

Then select “Search for Stuff That Works”.