



Excel Leader Advisory Letter

ISSUED BY THE EXCEL LEADERSHIP GROUP

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Excel's Mission Statement

Help business leaders exceed their goals by creating a culture that unleashes the talents and creativity of all associates.

Thought for October

"It is more important to know where you're going than to get there quickly. Do not mistake activity for achievement."

-Mable Newcomber



In this age of increasing global competition, cost control is essential to the survival of any enterprise. An integral part of good cost management is high associate productivity. A key question then is: how do we go about improving productivity? One way to increase productivity which can have a beneficial long-term impact on any organization is to look for opportunities to take "waste" out of our work processes. Waste can be any step or process that adds no value to the customer. In other words, if the step or process appeared as a separate line on the customer's invoice, would they see no value and challenge the charge?

In order to help you and your organization improve productivity in the workplace, here are a few coaching tips that you and your leadership team can employ:

- 1. Emphasize teambuilding.** Establish clear "stretch" goals. Make sure that the team has the necessary resources available to achieve the goals. In addition to staffing the team with competent members, be sure to pick a principled leader who will model the right behavior: demonstrating trust and respect, setting high performance standards, and managing conflict effectively within the team structure.
- 2. Employ active communication skills ... especially listening.** As we talked about last month, seek input from employees and genuinely listen and respond to their suggestions for improving your processes. They know where the wasted steps are, and they often know how to simplify the process to make it easier and more productive.
- 3. Foster accountability.** Hold all leaders and team members accountable for results. This includes tying compensation to performance.
- 4. Adopt an established process improvement methodology such as Kaizen or Six Sigma.** Using a structured approach to process improvement that is data driven and emphasizes teamwork will greatly facilitate your journey toward greater productivity.
- 5. Measure and recognize success along your journey.** As the old adage says: "What gets measured gets done." Establish metrics that are directly tied to team goals and periodically recognize the team for the process improvements that are implemented.

I encourage you to try these tips to help you improve productivity in your operation..

As always, I encourage you to contact me anytime at mike@excelleadership.net with your comments and questions. Also, if I can be of assistance with your leadership coaching needs, please contact me. We'll talk to you again in November. Be well, have a great month and best regards.



phone: 309-370-5040

e-mail: mike@excelleadership.net

website: www.excelleadership.net

*Experience what **coaching** can do for you and others
on your company's leadership team.*