

Strategic Leadership

Business Plan → Budget → Goals

Manage Daily Operations

Expectations aligned with Goals → Define Unit of Measurement → Review Status & Provide Feedback

When issues arise ...

Gather Data
Context
and Patterns of
Behavior



Diagnose
Problem /
Symptom or
Both?



Follow Through!
Immediate Resolution
and
Long term Prevention



Always, Always, Always ... Follow Through!



Business Plan

A formal statement or set of statements that define the basis of your venture and why you think it is plausible.

Budget

An organizational plan described in monetary terms. Budgets fluctuate with economic conditions and changes to the aforementioned business plan. Purposes of budgeting include:

1. Providing a forecast of revenues and expenditures i.e. construct a model of how our business might perform financially speaking if certain strategies, events and plans are carried out.
2. Enable the actual financial operation of the business to be measured against the forecast.

Goals

A projected state, destination, or end point which an organization plans or intends to achieve.

Expectations aligned with Goals
“A goal without a plan is just a dream!”

S = Specific

Focus on what to do, not how to do it!

M = Measurable

Must be quantified in terms of how much or how little?

A = Achievable

Must be possible to accomplish even if the expectation is considered a stretch.

R = Relevant

Why are we doing this?

Identify both the Company and Personal relevance.

T = Timely

Progress review to discuss progress and associated consequences. The Feedback mechanism is essential to achieving the expectation

Define Unit of Measurement

The Unit of Measurement determines a project's status, level of completion and or accuracy. This measurement should be a mutually agreed upon value before the project begins.

Review Status & Provide Feedback

Reviewing Status provides a forum to discuss the status of a project between Management and the Employee.

Providing Feedback should be solely based upon the Unit of Measurement that was mutually agreed upon.

Gather Data
Context and Patterns of Behavior

Gathering Data requires the collector of information to look at three possible positions.

1. What is my perception?
2. What is the other side's perception?
3. What is the spectator's perception?

The process must include reviewing the perceptions of all participants to see what patterns of behavior have precipitated the issue.

Diagnose

Problem / Symptom or Both?

Here is an example:

Symptom:

You have a Fever

Problem:

Your body has an infection which has caused your temperature to rise.

Diagnosis: (Solve for Both)

Treat the infection and you will eliminate the fever!

Follow Through!

Immediate Resolution and Long Term Prevention

Immediate Resolution are the steps taken to resolve the issue.

Long Term Prevention prevents the issue from happening again.

ALWAYS solve for both!

Simply put:

“Lack of Follow Through with a Long Term Prevention is the number one reason why individuals, companies and organizations' fail.”

Always, Always, Always ... Follow Through!