



## **Managing the Business**

*Leadership and Management*

### **Strategic Processes:**

1. Process Innovation

Provide input, ideas and feedback to management so the processes and results of the department can become more effective and efficient.

2. Coaching/Training program establishment and monitoring

Employee development through recognition, challenge, meaningful training, support and professional growth.

3. Brand building Commitment and Maintenance

Analysis of brand integration and effectiveness throughout the organization

4. Manager Development through Brand Embodiment

Demonstrating brand commitment and corporate values through leadership training

5. Transforming Business Frustrations

Eliminating frustrations by addressing problems and getting to the root cause of performance issues.

6. Developing & Updating our Decision Matrix

Create a simple accountability system, a clear understanding of assigning and tracking decisions made by the company on a day to day, month to month and year to year basis. THIS PROCESS IS FROM SCOTT FRITZ'S BOOK; The 40 Hour Work Week

7. Strategic Planning

8. Management Philosophy - Development & Implementation

Develop and implement the Company's Management Philosophy.

9. Winter Season's Strategic Innovation Considerations

Quantify, innovate and strategize implementation of new programs and processes

10. Process Innovation

Review, analyse and improve all business processes with the intention of achieving better and/or more consistent results.

11. Management philosophy - development & implementation

Develop and implement the Company's Management Philosophy.

12. Four Functions Exercise

List and organize all of the tasks and necessary systems of the business as a first step in creating the documentation for all the processes of the company.

13. Process list development

Capture the ongoing work of a position in order to identify processes

14. Capacity analysis

Scrutiny of available labor hours per week to provide personnel according to committed agreements. And allow for an agreed upon excess capacity to handle emergencies and strategically advantageous work to be done in an expeditious on-demand manner.

15. Systems Design

Structuring procedures through documented processes to achieve consistent results.

16. Truck and Equipment Needs Analysis

Provide the company with the best equipment with a complete understanding of the necessity of the acquisition and likely ROI scenario.

17. Department goals

Create and monitor annual, quarterly and monthly goals for department, in a progressive and strategic manner.

18. External Advisor Recruitment

Retain external advisors to provide advice and guidance to the management team.

19. Key performance indicators

A key performance indicator (KPI) is a business metric used to evaluate factors that are crucial to the success of the company.

#### 20. Strategic planning

Creating a healthy, realistic and well crafted short term and long term strategic plan to turn your VISION into reality

#### 21. Strategic target development

Develop a short term and long term strategic plan for the business. There is also an excellent workshop exercise in the Management Sub-Function (see Classes and Workshops) called "Developing a Vision for the Future" that can be used to kick off the development of a more detailed Strategic Target.

#### 22. Strategic target tracking

Track, summarize and communicate to the rest of the company the progress achieved over a given period of time on the Strategic Target.

#### 23. Public Process Training

List processes from the Public Folder and create training plan using criteria below.

#### 24. Winter objectives

Formulation, prioritization, and scheduling of strategic targets to be studied during the off-season by management staff employed during the off-season. Resulting in actionable changes to policy, systems, protocols and procedures.

#### 25. Strategic partner analysis

Investigate the alignment of our strategic partners to our brand commitment and the efficacy of the management of our preferred subcontractors.

#### 26. Chart of account analysis

Determine if the recording of expenses allows for optimal evaluation of the company's Key Performance Indicators

#### 27. Overhead Recovery Analysis

Ensures expenses are recouped through labor and material mark-ups

#### 28. Special Projects planning

Establishment and use of project management and scheduling software

#### 29. Bank funding

Allow you to present your the strongest case possible for why you need funding and how you'll pay it back.

### 30. Company development meetings

Facilitate communication and progress on our Strategic Target through proactive, efficient company meetings with company managers every 6 weeks

#### **Tactical Processes:**

##### 1. Management Training

Develop and implement the management training program to ensure that all managers are completely educated in the company's management systems.

##### 2. New employee job training for: (Insert Position Name Here)

List processes from a Job Description and create training plan using criteria below. Once you have edited the title of this process, by inserting the position name, you can go back to the library and pull the process down again for another position. Repeat until you have a process for each position on your org chart.

##### 3. New employee 60 day review

Perform 60 day performance and satisfaction review with new employees.

##### 4. Process training

List processes from the Public Folder and create training plan using criteria below.

##### 5. Special Projects

To ensure all owner approved special projects are handled and performed in a complete, accurate and efficient manner.

##### 6. Weekly meetings General Manager and Department Manager

Hold regular, one-on-one (usually weekly) meetings between President and each manager to facilitate two-way communication; review all past and current results; guide, train and support each manager in their use of their position's Processes; encourage input and continuously reinforce the system orientation of all work in the company.

##### 7. Equipment and materials weekly assessment

Reports usability/viability of the product in the yard and condition of the equipment

8. Scheduling

Administer the most efficient use of company resources to meet client expectations and company goals.

9. Schedule communication and updates

Ensure the schedule announced is current and available to all management and staff.

10. Meeting Guidelines

Guidelines to be used throughout the company whenever a formal meeting is held.

11. Decision making

To understand and use decision-making tools that will increase awareness and allow for sound decisions.

12. TouchStone Process Training

Verify capacity to perform tasks on Position Agreement through the TouchStone Systemization Platform

13. Problem Solving - Employee Issues

Address specific employee issues to improve results and performance in a way that promotes the employee's professional and personal growth and enhances the employee-manager relationship.

14. Employee coaching & training

Establish Coaching and Training goals and Key Performance Indicators KPI for the program. Train and coach all reporting employees in the processes, standards, methods and results necessary for them to achieve top quality work.

15. Employee warnings (verbal and written)

Enforce rules pertaining to employee conduct and performance so all personnel can act according to the company's guidelines of professional behavior and conduct.

16. One-on-one meetings (Employee)

To ensure that all commitments made in the manager meetings are documented and completed on time as agreed and any personal and personnel issues are raised if necessary.

#### 17. One-on-one meetings (Manager)

Hold regular, one-on-one (usually weekly) meetings between each manager and their reporting employee to facilitate two-way communication; review all past and current results; guide, train and support each employee in their use of their position's Processes; encourage input from each employee and continuously reinforce the system orientation of all work in the company.

#### 18. Task Delegation & work management

Clearly delegate work to an employee through the use of systems.

#### 19. Time management

Controlling the appointments and actions taken during the day by following time management processes that ensure the most efficiency and productivity.

#### 20. Classes & Workshops

Give classes and workshops to improve employees education and results.