



PROSPER

PROFESSIONAL COACHING

maximise your business : achieve your prosperity

Monthly Maximise

October 2009

Kia Ora and Welcome to October edition of Monthly Maximise. This month we will be sharing how Monthly Maximise subscribers have followed through, taken action, and really “Harnesses the Energy of Spring” I have changed some of the names for confidentiality purposes, however the examples are REAL.

Pulling out the weeds, Planting Something New, Fertiliser and water.....

James is the owner of a busy operation and was faced with having to make a decision on whether to continue employing a person in a full time admin role, restructure it to be part-time, or outsource it to an organisation specialising in providing admin services. Not an easy decision to make due to the transfer of information, the technology challenges, and distance between the locations of the business and the outsource provider. After weighing up all the factors, the decision was made to outsource it. This was not the only change James made. James also decided to research operational programmes that would allow him to manage the sales and work flow of the operations better. This meant he also had to upgrade some of his technology and equipment. As a Result, there has been a flow on effect and impact. Some have been uncomfortable, and it has taken significant energy and focus for James to push through and make it a viable transition. Some of the benefits of the above decisions and actions have been.....

- Tightening up of processes and procedures. There is no-longer and safety net for operations to pass the buck or hide behind. This means moving the responsibilities further up the line so people are empowered, take ownership and are accountable.
- Increased productivity means increased profit. With the improved procedures, comes increased productivity, which means increased profitability. There is less wastage and the flow of information is systemised so everyone knows the status of each job in progress. From proposal, right through to invoice.
- Continuity. If the admin person was away, for sickness, holiday, bereavement etc, the work always needed to be taken up by someone else in the team. Putting more strain on an already stretched team, or inevitably a stretched James. By outsourcing the admin function that complexity is no longer a challenge of the business or for James.
- What You Measure you can Manage. James was successful in sourcing a specific software programme which has evolved his business systems to the next level. The programme gives James a live, working Dashboard. The Dashboard shows the amount of work quoted on, the dollar value of work in progress, the % of labour, margins and profit, jobs completed on time, and quality of workmanship. All key elements and indicators of a successful business. James can see at a glance where his business is at. Just imagine taking your family on a road trip for two weeks, jumping in your car and it has no dashboard. How confident will you be getting there

safely or without drama? How will you know when you need fuel?, how will you know if it's overheating? Having a Dashboard makes managing your business that much easier.

- Time Freedom. The Decisions and Actions taken in Spring will allow James to have more confidence in taking time off or away from the business. He will have transparency and clarity of where and how the business is functioning operationally, allowing more time to focus on new initiatives, new client acquisition, and team development, or better still some time off to pursue other passions and interests like family, travel, recreation and hobbies.

Process of Change

I have been asked on several occasions this month about how the Process of Change works. One was by a friend who is contemplating a career change. Another was a friend looking to lose some weight. Another was a friend who was helping facilitate the sale of a business transaction. As you can imagine there were mixed emotions, stresses, and challenges that James endured, experienced and dealt with also.

To explain how this works I decided to embrace the Energy of Spring and planted something new. I have created a short video and placed it on You Tube. It's my first step into this arena, so I know there will be plenty for me to work on in making it better.

To find out how the Process of Change kicks in when making significant decisions simply click on the link (6.20 min)

http://www.youtube.com/watch?v=Z2aWHFHij_8

Success Story

Congratulations to Steve and Steph Batey and the Team of EftPos Canterbury. Steve had a vision of moving the business from the garage at home to new professional premises including showroom. This month EftPos Canterbury moved and is now located at Lincoln rd in Addington. See Steve and the Team for all your Point of Sale and EftPos needs. Steve and the Team pride themselves as being "All about Service".

Wishing you a Prosperous remainder of the month in October

Warm Regards

Karl

"The Crayon Coach"

To Know and not doIs like not Knowing