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Polek & Polek



*RECESSION OR GROWTH, PREPARE TO
THRIVE IN EITHER ENVIRONMENT*

September 1992

TIME

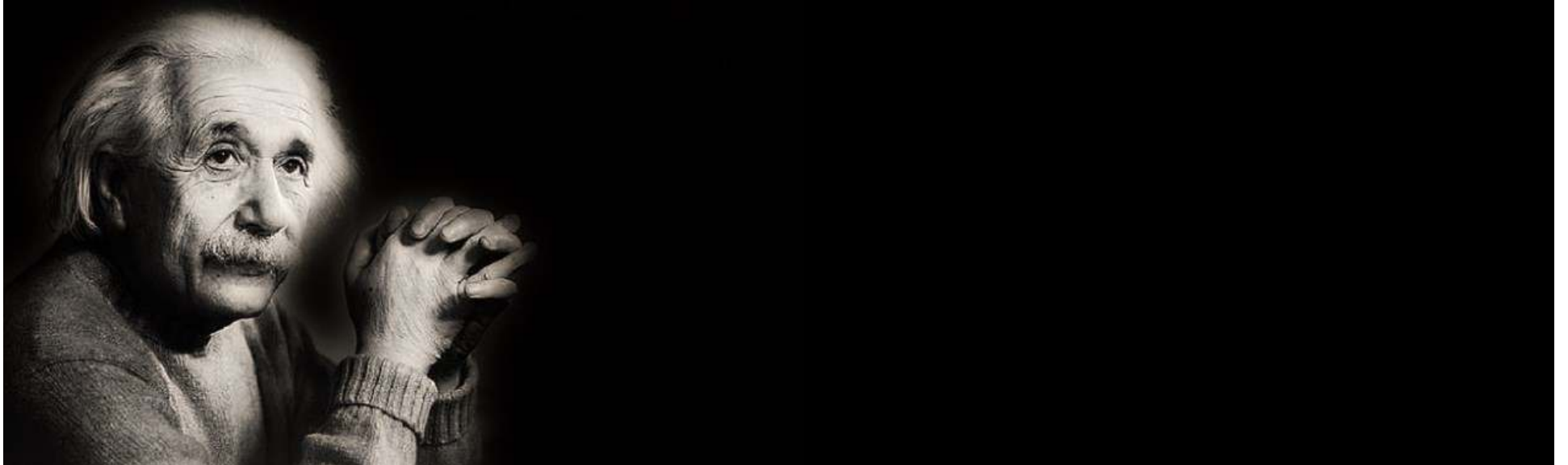




STEP 1

The Minimum Commitment





STEP 2

Consistent Wisdom



TRUE OR FALSE:

1. All employees perform each aspect of their job with a high degree of excellence and consistency.
2. Results are somewhat predictable because training and skills are consistent.



TRUE OR FALSE:

3. Each supervisor would give a similar answer for each question or problem.
4. Each employee would give a similar answer for each question or problem.



TRUE OR FALSE:

- 5. Client treatment is similar, no matter who the client deals with.
- 6. All staff members know what is considered good performance or attitude.



STUDIES SHOW...

...that the most successful businesses are
constantly focusing on **THE THREE P'S:**

- **PLANNING**
- **PROCEDURES**
- **POLICIES**

The more you utilize the three P's,
the better the business runs without
you!





STEP 3

Be A Freedom Fighter



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STEP 4

Obsess About Impact Areas



IMPACT AREAS OF BUSINESS

Sample List:

Outside sales/Inside sales

Marketing activities

Customer Service

CRM (Customer Relationship
Management)

Purchasing and suppliers

Shipping and receiving

Inventory control

Accounts receivable

Technology

Partner relations/vendors

Service (Technicians)



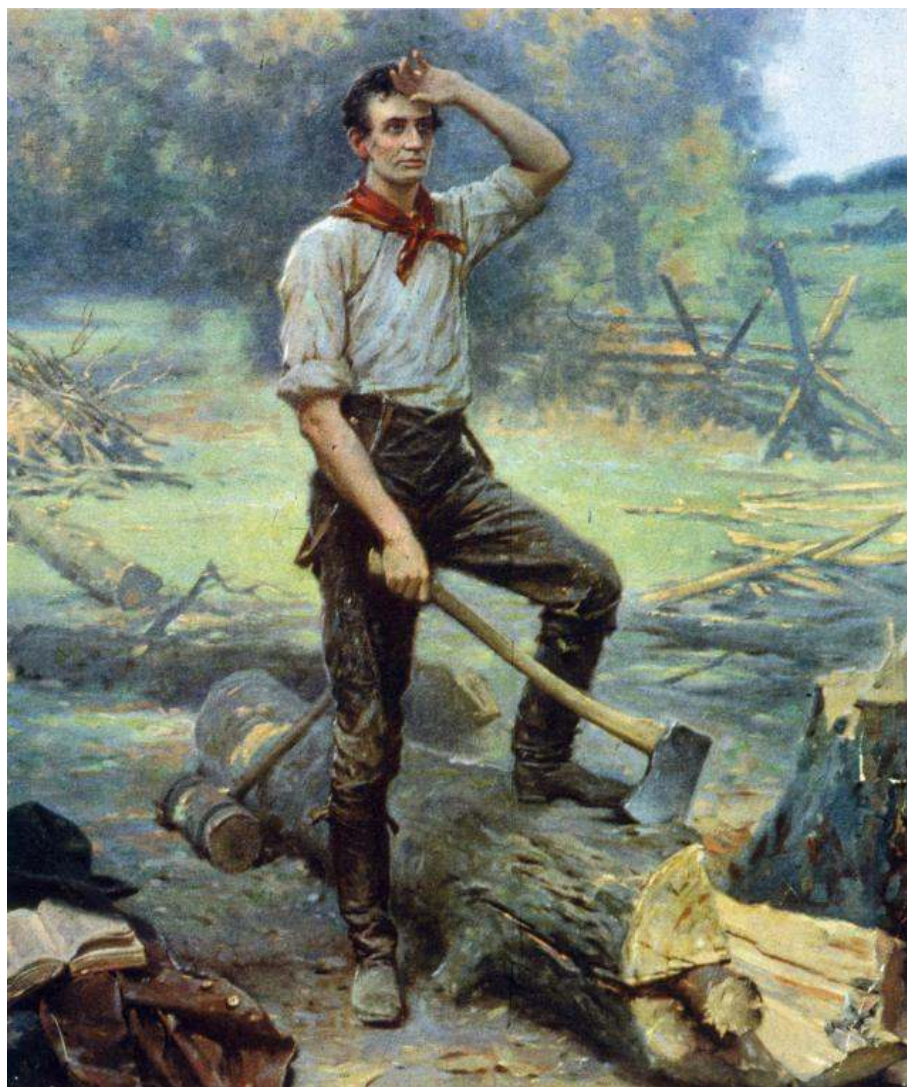


WORKSHOP: MAKING YOUR COMPANY GROW FASTER

Write Down Your Top Five:

What is standing in the way of making this company grow faster and better?







STEP 5

Be the Architect of Skill Mastery



THE LEARNING CURVE FOR ANY SKILL

MASTER LEVEL SKILL

SKILL:
Time Management Example

Most People

Training
Session



LOWER LEVEL SKILL

THE LEARNING CURVE FOR ANY SKILL

MASTER LEVEL SKILL

SKILL:
Time Management Example



LOWER LEVEL SKILL

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SKILL:
Time Management Example

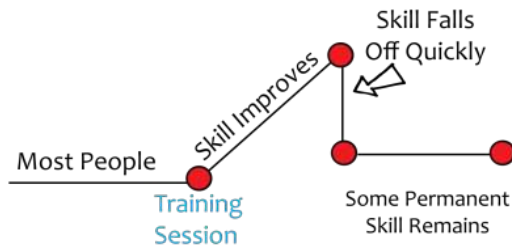


LOWER LEVEL SKILL

THE LEARNING CURVE FOR ANY SKILL

MASTER LEVEL SKILL

SKILL:
Time Management Example

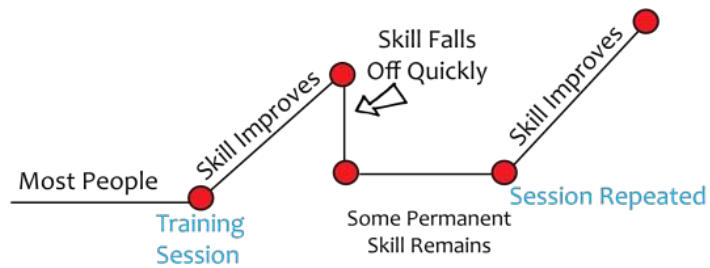


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SKILL:
Time Management Example

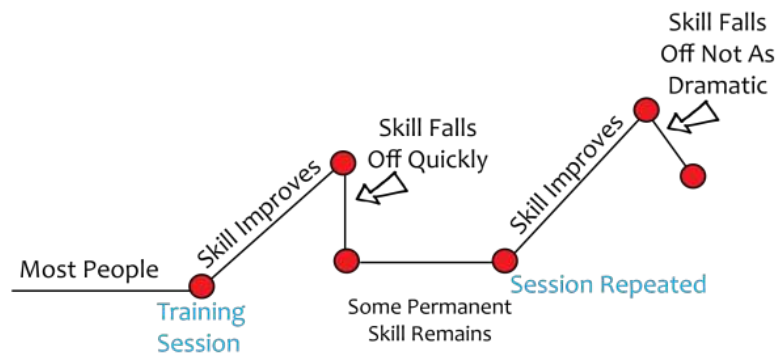


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SKILL:
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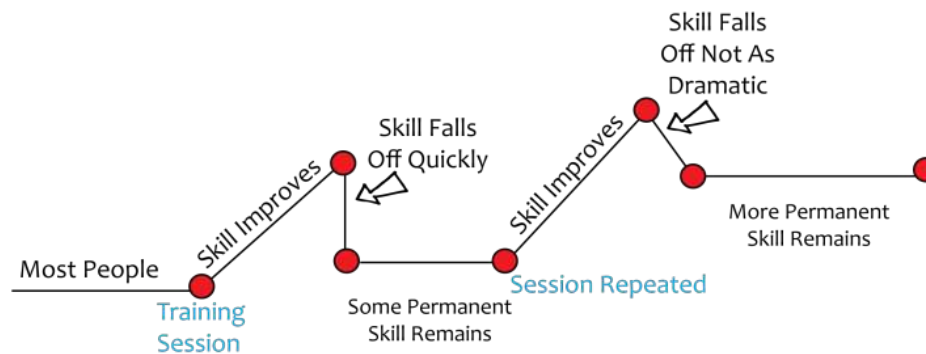


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SKILL:
Time Management Example

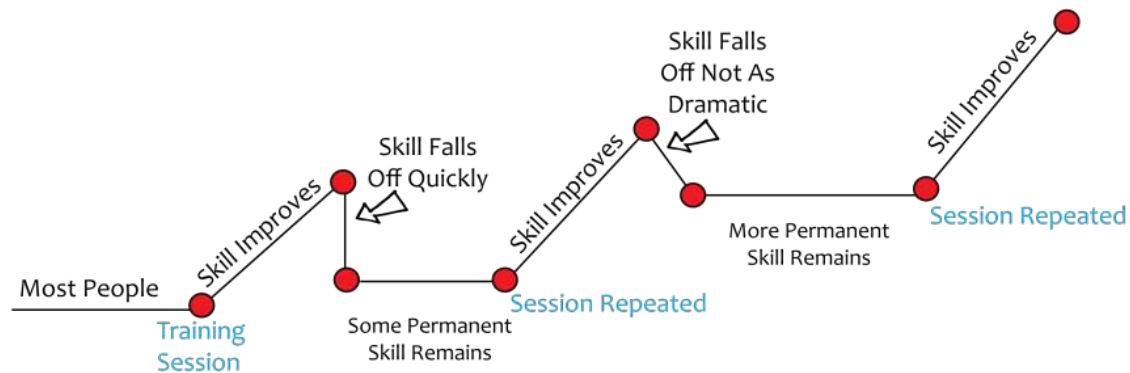


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SKILL:
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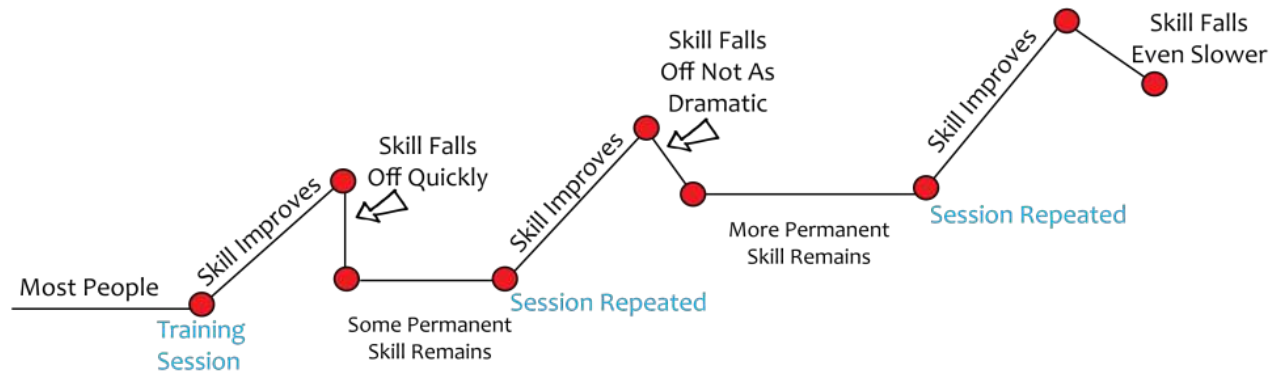


LOWER LEVEL SKILL

THE LEARNING CURVE FOR ANY SKILL

MASTER LEVEL SKILL

SKILL:
Time Management Example



LOWER LEVEL SKILL

YOU CAN HANDLE THAT!



