

The Howard Partridge Inner Circle
Your Inspiration to Implementation



**15 Ways to Get Your
Employees to Do WHAT You
Want WHEN You Want It...**

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1. Find the Absolute Best People

- No Experience Needed
- Never Compromise!
- Build Your Network
- Be a Picture of Success

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2. Hire the Absolute Best People

- Interview Process – Their Dreams and Goals (Our agreement)
- Orientation (Mission, Vision, Values)

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3. Have a Phenomenal Training System

- 40 Days of Training (not by your tech!)
PROTECT THEM from the “Counter Culture”!

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4. Have and Exciting Mission

- “To Provide the Most Outstanding Service Experience EVER!”

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5. Identify and Communicate Your Values

- Reputation, Experience, Education, Systems, Guarantee
- Honesty, Integrity, Even when it hurts!

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6. Communicate the Vision

- To Be... the biggest? Baddest? Most knowledgable? Most caring?
- Growth plans
- Let your employees see the vision and how it benefits them

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7. Have a Compelling Purpose

- The “why” behind what you do
- Community service
- The Knight in Shining Armor

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8. Have Posted Goals

- Company Goals and Employee Goals
- Sales Goals, Production Goals, Policy Goals, etc.
- Just Posting Results Helps

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9. Have Written and Understood Job Descriptions

- Line by Line
- Checklists
- Make it simple!

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10. Have Written and Communicated Policies and Procedures

- You Can Write a Policy or Procedure in 3 Minutes
- Make it Simple
- Review it Daily for 30 Days and Live by It EVERY DAY

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11. Have Clear Cut Performance Standards

- How Much Per Hour?
- How Much in Sales?
- How Many Times On Time?
- How Many Redos?
- The More You Track the More Successful You Will Be in Managing Your Company

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12. Have a Performance Based Compensation Program

- Base
- Production Bonus
- Sales Bonus
- Rewards and Recognition (individual and company)

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13. Develop and Practice Leadership Skills

- Be a Person of Excellence
- Study and Practice Proven Leadership Skills
- Educate, Entertain, Mentor, Coach and Inspire
- Praise, Praise, Praise in Public
- Discipline (ALWAYS in Private)
- Disciplinary System: Coaching, Oral Reminder, Written Reminder, Decision Making Leave, Termination

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14. Have Regular TEAM Meetings

- Daily Technician Meetings
- Weekly Staff Meetings
- Weekly Leadership and Department Meetings

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15. Build Community in Your Business

- Everyone Has a Longing for Belonging
- Maslow's Hierarchy of Needs: Survival, Security, Belonging, Importance, Self Actualization
- People Will Work for Money, but they will Die for a Cause
- Create a New Culture – One that Gives People What They Want and They Will Give You What You Want

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Community Builders

- Encourage - Build People Up
- Show Appreciation
- Respect Them
- Reward Them
- Have Parties (Birthday Club, Christmas Parties, etc.)
- Attend Family Functions