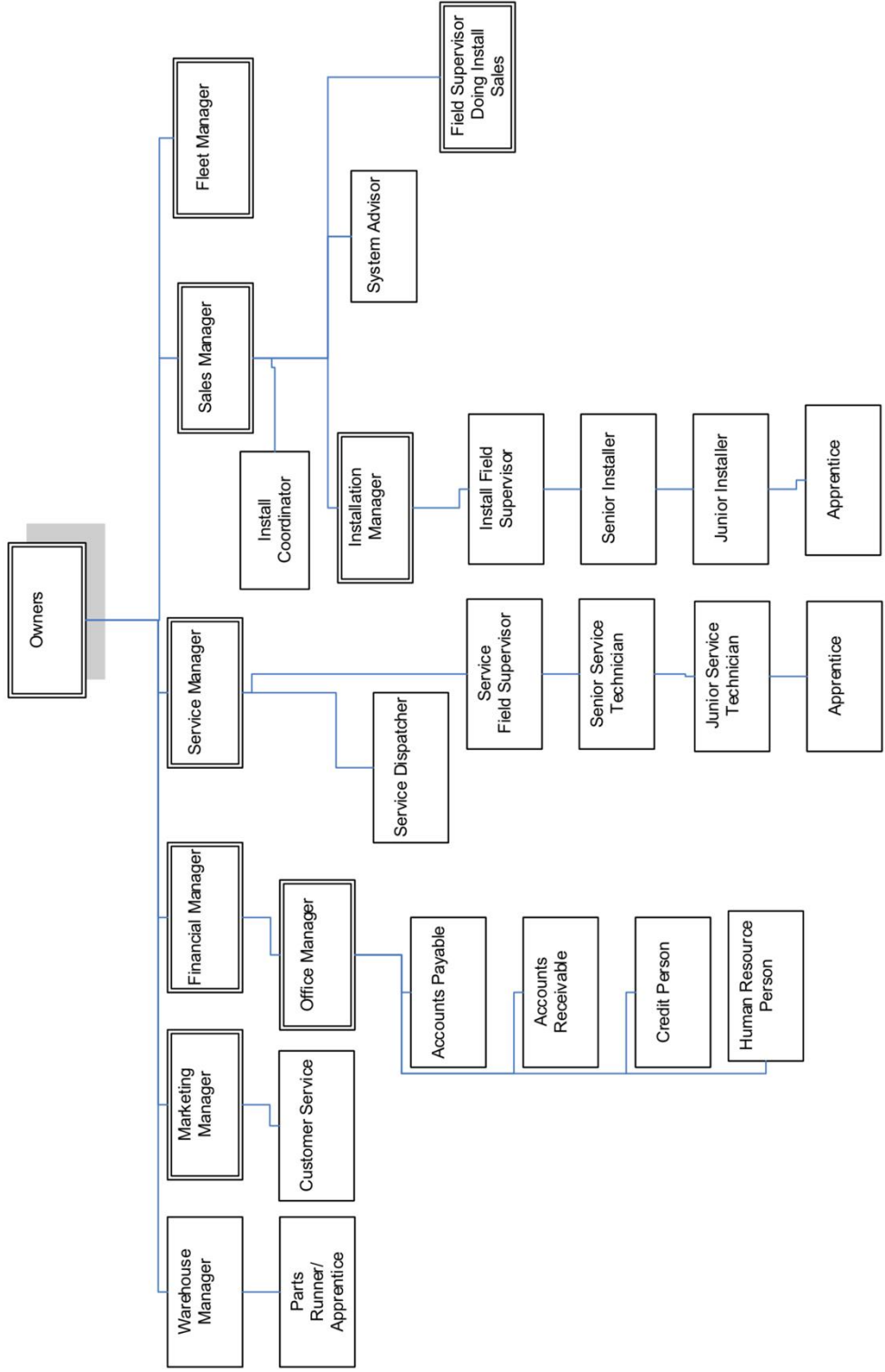




# Sample Box Chart





## Who's Judging My Work and Based on What?

Who is really my boss and what the heck are they judging me on? This is one of the most common complaints I hear in my multiple one-to-one private interviews with staff when I make my first onsite visit to a new consulting client's shop.

There are at least two sets of opinions and views at every company. One is the owner's view of things and one is the employees' view of things. My dad had a great saying, "Your view of things depends on where you're standing on the bridge."

What I know is that we're all human and we see things through our eyes and our set of values no one is totally right and no one is totally wrong. Often the truth lies somewhere in between."

The two types of companies that enlist my help are a company that has grown fast and is now wildly out of control and needs systems to get a handle on things or a small company that realizes they can't grow out of the box they're stuck in without systems that allow them to leverage themselves and begin sensible growth. Either way, they both typically shares a number of key flaws:

1. There is no Organizational Chart that spells out who a staff member reports to and who they can go to for help. Without a good Org. Chart, there is also no way to show a staff member where they can rise to in the organization which is a powerful thing. Note: Without this spelled out, most employees tell me they feel like everybody at the company acts like their boss and there is no path to advancement so it leaves them frustrated and stuck.
2. There are no written policies and procedures so employees do what they think the boss wants and then they get yelled anyway because they're not mind readers.
3. There are no objective standards like photos that show what the company standard for things.

How do you turn the corner and fix this?

1. Build an Org. Chart that spells out who really is in charge, who those that report to this person can go to for help and where a staff member can rise to.
2. Create written policies and procedures. Keep them short and to the point. Most if not all should be typically one page or less. Long-term you want to create comprehensive manuals vs. a loose collection of memos and notes.
3. Take the photos of staff members dressed per the specifications of your policies and procedures along with photos of a clean and neat looking truck and anything else that would result in an inane discussion about what is or isn't in compliance.

Finally, bring it all together with ongoing meetings that reinforce these standards and leverage these objective tools. If you do, your company will be poised for growth and profit and your workplace morale will soar. That happens in part because as you all come together to work on the rules you'll play by you'll often discover a better, cheaper and/or faster way to get things done that are in alignment to your objective standards.

**Learn how you can jumpstart the building of your organizational chart and operating manuals by completing the Order Form we'll be handing out at the end of the Presentation**