

PROCEDURES

STRESS FREE WORK POLICY



VIDEO
TRANSCRIPT
TWO



COACHING ACADEMY SPECIALIST
Where Small Businesses Grow

Video Transcript Two

Stress Free Work Policy

We're now going to talk about procedures and the importance they play in the success of your business.

For certain you will have procedures in place, but it's "how we manage these procedures" that defines our level of success and influences the harmony within the workplace.

The business owner, the inventor, the designer of the business almost certainly will have started out with a product or a service matched with an outline set of procedures. But some of the business owner's greatest frustrations are when the staff don't follow these procedures.

And that's where the frustrations, the lack of service, the lack of quality, the lack of productivity, quantity, and where the lack of attitude will have such a huge and profound effect on the business because they're not following these procedures.

If you talk to Richard Branson, he'll say, "People didn't learn to walk by following a set of rules." He will say, "They learned to walk by falling over and learning to pick themselves up." And that is exactly what happens in the factory or the workplace, the people follow the rules and when they fall over, they start again and again. But that becomes frustrating for the business owner.

When you talk to a chief executive, they'll frequently say, "The staff need to be managed better," what do they mean, "The staff need to be managed"? You see, I would say the staff don't want to be managed at all. You say, "Well, that would be chaos." I don't agree, because when we say, "Staff don't want to be managed," can you imagine somebody leaving home in the morning and as they say goodbye to their loved ones, they say, "I'm off to work, I'm looking forward to being managed"? Is that the real world? I don't think so.

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Stress Free Work Policy/Continued....

So if the staff don't want to be managed, what are we going to do? We get the staff to manage the system. We get the staff to manage the procedures. And to do that, we need to have rock-solid systems and procedures in place, and then we get the staff to manage these super reliable procedures.

So for the success of a business, we've created the stress-free work **P.O.L.I.C.Y.**, which is a procedure, a system, to enable you to establish and identify your procedures in a way that becomes stress-free for the staff to work them.

We shall investigate the following six elements of the Stress-Free Work policy in the next three modules.

P. Perception

O. On-going.

L. Labour.

I. Improvement.

C. Change

Y. Yield.

DON'T FORGET TO WATCH THE “STRESS FREE WORK POLICY ” VIDEO.