

PROCEDURES

PERCEPTION AND ONGOING



VIDEO
TRANSCRIPT
THREE



COACHING ACADEMY SPECIALIST
Where Small Businesses Grow

Video Transcript Three

Perception And Ongoing

P- Perception

We're now going to explain how the stress-free work policy works. And to enable us to do that, I'd be grateful if you take a sheet of paper, and on the left-hand side of the paper I'd like you to write the word "policy." And opposite the letter "P," we're going to talk about perception.

And what do I mean by "perception?"

It's an understanding. An understanding that the staff, the operators, the technicians who are going to be following this process, who are going to be employing this system and using these procedures, that they fully understand it;

They have a perfect perception of what it's all about; that they understand not only how to do it but why and the role it plays, the significance of it related to other departments within the same company; How relevant it is to the customers; How relevant it is to producing quantity and quality with a happy attitude so that all the staff will understand and fully grasp what it takes to do it.

You don't just say, "I told you so." You want somebody who actually understands it. And not only that, but having understood it, you need to make sure that maybe you get them to acknowledge it by explaining back to you how the process, how the system, works.

Once you've done that, then you're on the road to making sure that they'll follow that system. And then also we may take the trouble to explain to them how you've tried different methods that didn't work so as to try and avoid them having to consider the same unsuitable methods.

So you go through that process with them explaining how. Now, not everybody is suited to this teaching-type role, because you'll have members of staff there who are incredibly accomplished in their work but not necessarily good teachers.

Teaching somebody how to understand this process and this system – you need somebody with a teacher attitude. What you need to do is not just do as I say, you need somebody who understands exactly why and how the process works and that they fully grasped it.

And having done that, it is reasonable for you to expect that maybe they don't get it right. So when you come back the next day, check again to ensure that they're following the process that you've outlined so they fully understand it.

So that's the first thing: Perception.

Video Transcript Three

Perception And Ongoing/Continued....

O. is for On-Going

Next step in the stress-free work policy is “O” for “ongoing.” And for “ongoing,” I’m talking about, having got the staff to understand what the process is, you are going to have to ensure that they sustain this method, that it is done on an ongoing basis.

If you don’t do this, you’re going to have anarchy; if you don’t do this, you’re going to have absolute chaos in the department; if you don’t do this, you’re going to have frustration, you’re going to have unreliability, you’re going to have low productivity and low quantity of work and an attitude problem with the staff.

This is not just training for one day. You have to ensure it’s followed through all the time just like clockwork, just like it’s on autopilot. And that’s not dead easy because you’re going to have personalities in place, you’re going to have people with their own imagination, people with brains, people with their own intellect, people who want to have their own choices.

And what you have to do is take these choices out of it because you’ve already established what is the best process. We do not want a situation where six people have been explained a system that they fully grasped and fully understood, and they all go off with their own little interpretation of it that they do not sustain because they think it was just for the training school, it was just for the training day.

For the system to work, it’s important that the supervisors and managers come and ensure that the system is sustained and maintained on an On-Going basis – hugely important.

**DON’T FORGET TO WATCH THE
“PERCEPTION AND ONGOING ” VIDEO.**