

PROCEDURES

LABOUR AND IMPROVEMENT



VIDEO
TRANSCRIPT
FOUR



COACHING ACADEMY SPECIALIST
Where Small Businesses Grow

Video Transcript Four

Labour And Improvement

L is for Labour

Having introduced the stress-free work policy and dealt with the first two elements of it in **Perception** and in dealing with it on an **On-Going** basis, we're now going to move onto the next two elements in the stress-free work policy in "L."

"L" stands for labour. And I'm not talking about hard labour here, I'm talking about a labour of love. What we're looking for here under "L," we're looking for people practicing the process to the point where it's on almost autopilot. We're looking to make it almost machinelike. We're looking for them to practice it and practice it and practice it to make it perfect and to make it permanent.

And will that take some effort? Yes, because within this we're going to have people who are naturally inclined to try and vary it, to put some music into it, to try and vary it and make the day more interesting for themselves.

What we want is we have to take that out of it by making it absolutely permanent; where we're going to practice the process that they already understood, we've already argued that we need to sustain, and now we're going to need to practice it.

I want you to imagine, for example, a golfer standing on the first tee, a world-class golfer. He's standing there; he would have the same grip, the same stance, and the same swing, and he'll do it day after day. Practice for six hours a day before he goes on the golf tee, and when he does, he'll stand there with the same grip, same stance, same swing, and the ball will go straight down the middle like it always does, almost without thinking because he's on autopilot. And that is how we want the process. We want it on autopilot.

So we're talking here about "L" standing for a Labour of love, where your people will practice it to make it permanent and make it absolutely perfect.

Video Transcript Four

Labour And Improvement/Continued....

I. is for Improve

We're now moving onto "I," and with this we're talking about something that's really important. Here I'm talking about "I" standing for "Improve."

It's about letting the staff know that we are not going to expect them to behave like or treat them like machines. We're going to treat them like real people. And with this, it's really important that if we don't do this, we're going to be left back in the dark ages and miss innovation and miss progress and miss opportunities.

And what we need to do is, having got the staff to fully understand the process, we've got them to do it on an ongoing basis, then we get them to practice it to the point when they're on autopilot.

And what are we going to do? Then we're going to stop the lights and we're going to say, "We want to improve it." And this can be done at a local level, with the operators of the system or the process. We're going to say, "We want to see: Can we improve on what we're doing?" And here we'll take input from the people who are actually doing it. We'll take a note of what they have to say and we'll make some suggestions of how we can refine it and improve it in some small, subtle way.

So it's critically important that we let the staff know that we've taken on board those suggestions, and you may not be able to make an improvement, but at least you will seek to do that by getting input from the staff and consider their thoughts.

It'll also give you an opportunity to recognise and respect the operators when they come up with a suggestion. And you may well have to explain that the suggestion that they've made was one that was made a long time previously and found to be unworkable. And you owe it to them to explain that to them.

Video Transcript Four

Labour And Improvement/Continued....

Depending on the level of activity and depending on the technicality of the process, you might decide to review it on a regular basis, perhaps every two weeks or every month or maybe every three months. But it will be done on a regular basis.

So it's critically important that that is taken into account as part of the stress-free work policy.

Let the staff know that the process will be reviewed on a regular basis and that it is not for the staff to make changes as and when they think fit without checking with management.

DON'T FORGET TO WATCH THE “LABOUR AND IMPROVEMENT ” VIDEO.