

# THE PERFORMANCE GROUP INC.



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Call me today and use the code word "**exposed**" to receive 10% off of any workshops presented through March 2010.

I am trying something new at The Performance Group and you've been selected as part of a special (and trusted) focus group. My goal is to provide brief articles and quotes each month that managers and supervisors can use to continuously challenge and inspire their teams! Please click on the blue 'opinion' link and let know if this will behelpful. Be brutally honest and let me know your [opinion](#).

If you like what we've done for you in the past, we would appreciate you passing this on to one of your clients who we might also be able to help. Our number hasn't chaged. You can still contact me personally at (304) 757-8125, I'd love to hear from you. Thanks in advance!

## As the "seasons" change

Last weekend I enjoyed a relatively rare opportunity -time on my farm in the dead of winter. As I drove around on my tractor, I saw things I don't usually see during the other seasons. With the leaves gone, I could see the houses across the river...meaning they could also see me. With the underbrush gone I could see the ground and every hump, bump, log, stump, and hole that I would normally run over in the summer. To put it bluntly, my farm was "**exposed**". I saw good and bad. I saw things that I needed to fix and things that I need to clean-up. Winter was allowing me to see *everything*.

The voice inside my head said, "This is an awful lot like business." Each company has its own seasons,or times, when it is exposed. Busy times and fast growth might expose inefficient order fulfillment processes or poor customer service. A lack of sales can force businesses to tighten their belts, exposing unnecessary expenses. High turnover and conflict among team members can expose the need for training and planning. Think about it. When is your business "exposed?"

### 4 ways to limit your *exposure*:

1. **Take a walk.** The old MBWA method still works. *Manage by walking around* and be critical. Maybe you can have someone else with "fresh eyes" look around with you and tell what **they** see.
2. **Plan ahead.** Most businesses know their own "seasons" and what challenges they will bring. You don't want to chop firewood in the dead of winter. Ask your team for input well in advance and plan ahead.
3. **Invest the time to properly train your new people.** Employees who are "wet behind the ears" should be kept behind the scenes until they're ready for action. The "sink or swim" training method drowns a lot of good people. Create a structured training programs that prepare your new employees to succeed.
4. **Take action!** Whenever you see something you don't like, take steps to make things right.