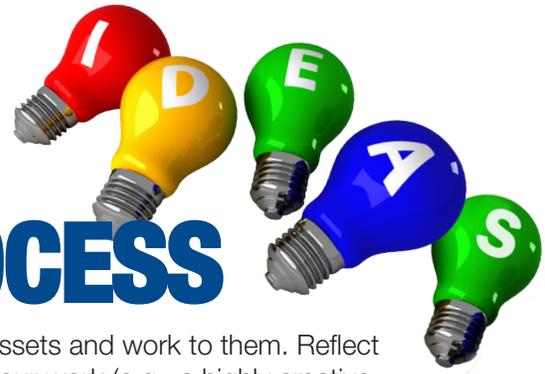


10 TIPS FOR STRENGTHENING PROCESS



- 1. Capitalize on strengths.** Determine your (and your team's) greatest assets and work to them. Reflect on tasks you enjoy and excel at, and ensure these are integrated into your work (e.g., a highly creative team member may be interested in revamping marketing materials).
- 2. Foster employee engagement.** Engaged employees are an asset: they are productive and dedicated workers. There are lots of great books too...one we recommend is *Engaged Leadership: Building a Culture to Overcome Employee Disengagement* available at www.amazon.ca
- 3. Optimize your resources.** Recognize the skills and resources you need to make your business flourish. Ensure you have the right people, doing the right job, with the right resources (e.g., equipment, software). Hire to fill identified gaps and invest in skill development and resource upgrading to stay current.
- 4. Create learning opportunities.** Create a strong team and organization through investing in professional development. Keep in mind, this doesn't need to have a huge price tag attached; use free programs (e.g., Blogs, Wikis) to facilitate shared learning amongst the team. In BC, small organizations (i.e., less than 50 employees) can apply for the Workplace Training for Innovation Pilot Program. This program offers government funding for training that improves productivity, increases competitiveness, or supports the introduction of new equipment, technology, or work processes. For information [click here](#).
- 5. Ask different questions.** To get a better understanding of an issue or problem, you may need to look at it differently. Try stepping back to look at the big picture / context. Also consider drilling down, examining a small piece of the issue in more depth. Check out *How to Ask Better Questions* at www.jeremystatton.com/better-questions.
- 6. Stop wheel spinning.** Don't get caught up doing things just because they are on your "to do" list. Challenge task requests or processes that don't make sense; look for faster, more efficient ways to get things done.
- 7. Systematize everything possible.** Document procedures and systems so everyone knows how things are done and where to find answers. Use templates and forms to structure common work tasks.
- 8. Reduce...reuse...recycle.** Minimize your efforts and maximize your outcomes by reusing and recycling materials from other projects (e.g., slides, modules); however, respect copyrights and intellectual property. Reduce by de-cluttering your computer, your office, and your files; only hold on to the things you need, archiving if necessary.
- 9. Get it together...consolidate.** Ensure everything you do is contributing to the overall purpose or mission of your organization. Use systems and resources effectively; cluster small tasks into cohesive projects. Here are a few tips from *Learn to Consolidate Your Discretionary Time* blog, based on the work of Peter Drucker, at <http://sourcesofinsight.com/2008/05/16/boundary-conditions-for-effective-decisions/>
- 10. Know when to quit.** Never walk away just because it's easier; overcoming difficult challenges can have a positive impact on the team. However, don't put your employees or your organization at risk with a failing project. Analyze the costs and benefits of sticking with a project; if costs outweigh benefits, don't be afraid to cut your losses and walk away.



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604.856.2386
info@lifestrategies.ca
www.lifestrategies.ca