

Management Development Techniques for Success



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Class Mission

In this session, you will learn:

- How to build and manage a high functioning team for heightened productivity.
- Develop and refine effective management skills to strengthen the present and build for the future

Elements of a Successful Company

- Great Leadership
- Laser clear vision
- Team Atmosphere
- Customer Focused
- Creative Thinking
- Embraces Change
- Every Employee Focused on Results



Leadership

Definition:

- Leadership - The act or an instance of leading (Merriam Webster's)
- Great Leadership – The ability of a person to get someone else to do something that they would not normally do (General Colin Powell)

Leadership cont..

Roles of the Leader

- Keeps the team focused on the vision
- Creates new leaders
- Facilitator
- Breaks down barriers
- Face of the business/unit
- Coaches the team

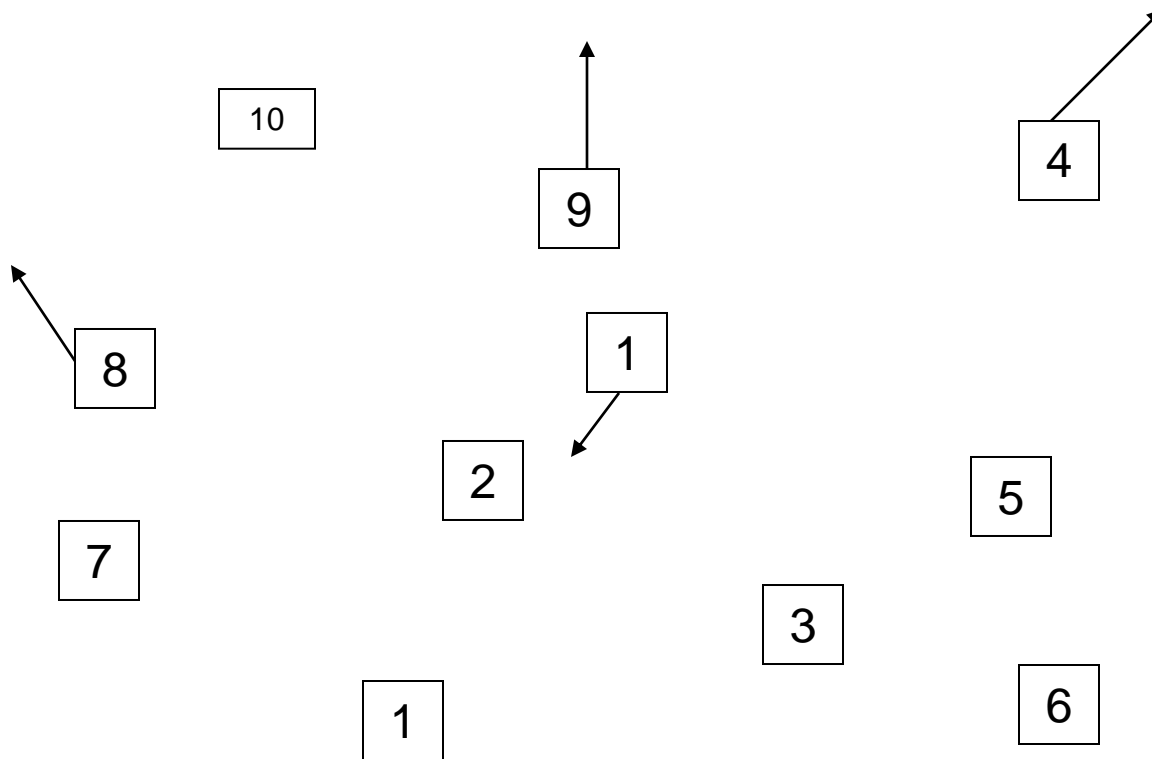
Leadership cont..

Characteristics of a leader

- Character – Who they are
- Relationships – Who they know
- Knowledge – What they know
- Intuition – What they feel
- Experience – Where they have been
- Vision – Where they are going
- Past Success - What they have done
- Ability – What they can do
- Teaching – Who they develop

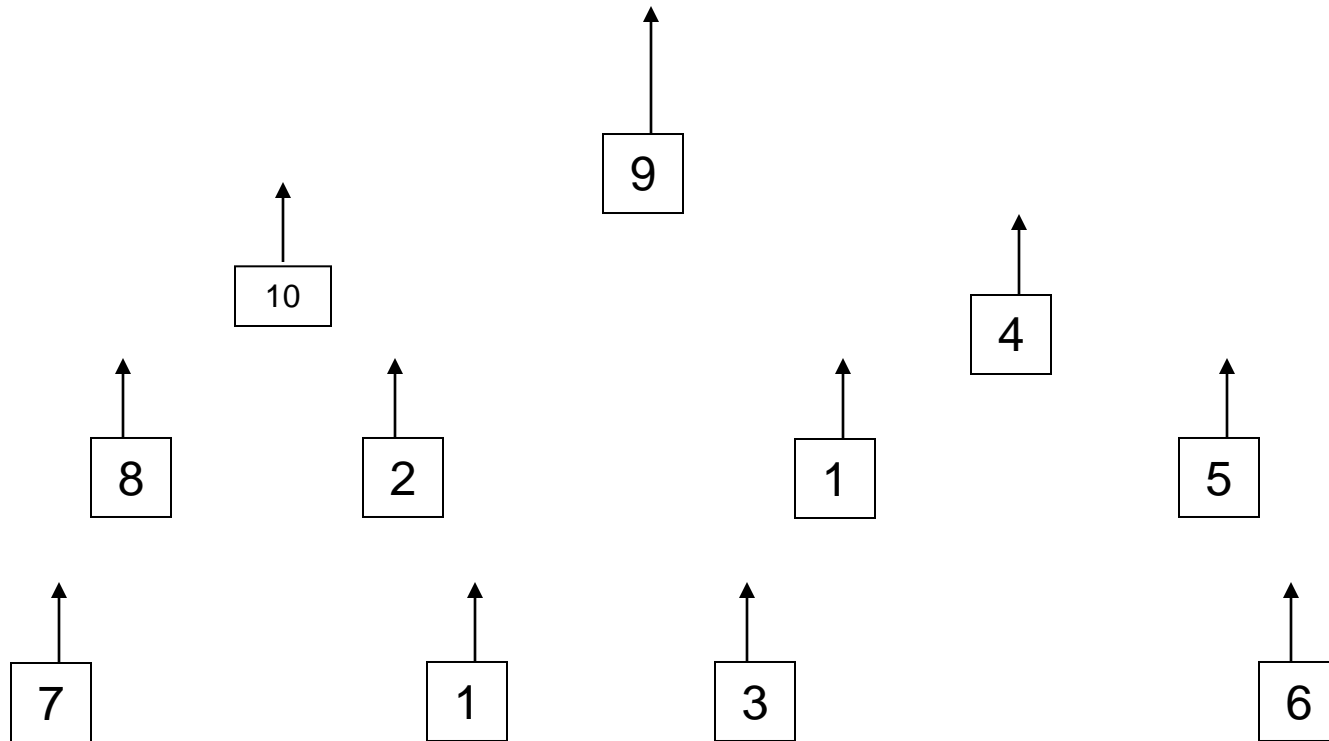
(Excerpt from “The 21 irrefutable laws of leadership John C. Maxwell)

Leaders Go Their own way when a group first comes together



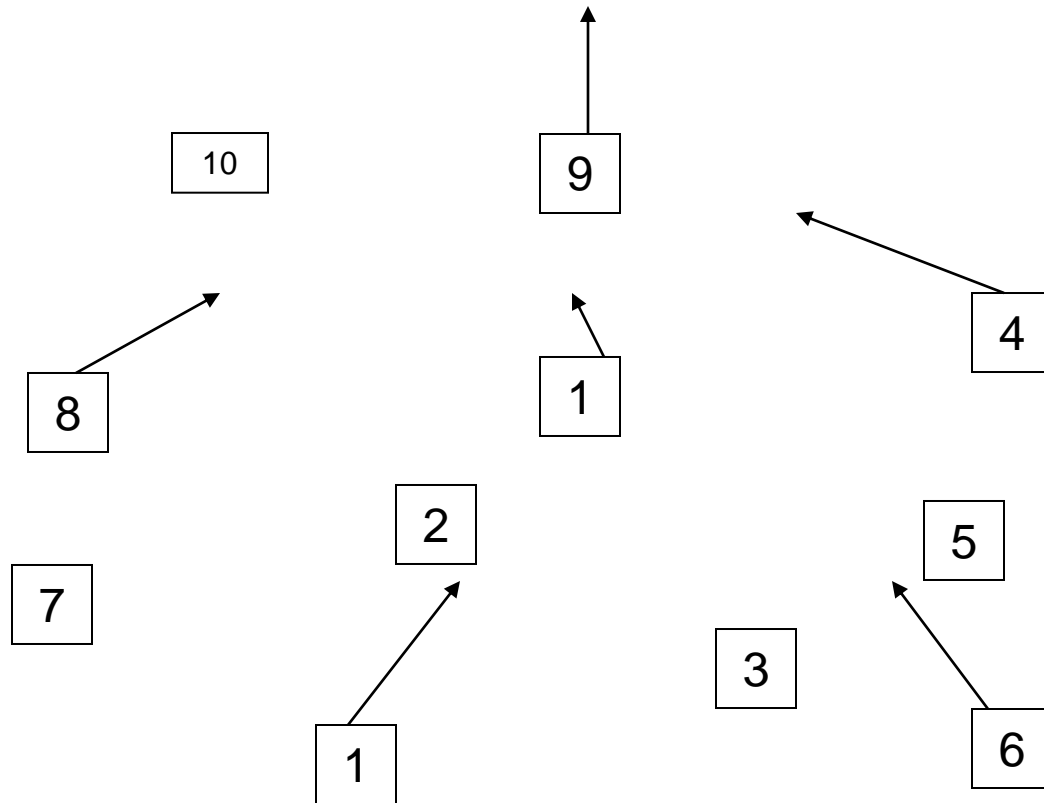
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Soon people change direction to follow the strongest leaders



(Excerpt from "The 21 irrefutable laws of leadership John C. Maxwell)

People Naturally Align Themselves and Follow Leaders Stronger than Themselves



(Excerpt from "The 21 irrefutable laws of leadership John C. Maxwell)

Laser Clear Vision

Where does it come from:

Intuition

- Experience
- Learning
 - Your industry
 - Your competitors
 - Your suppliers
 - Your employees
- Knowing your people
 - Capabilities
 - Limitations
- Knowing your resources
- Knowing them yourself

Communicate the vision frequently



Team Atmosphere

- Hire the right staff
 - Same ideals and goals
 - Potential to grow
 - Have the leadership qualities
 - Have strong ambition
- Growing your people
 - Delegate not abdicate
 - Use developmental plans
 - Use stretch targets
 - Reward Achievement
- Become an incubator of ideas
 - No idea is bad
 - Allow people to take risk
- Communicate
 - Two brains are better than one
 - Take time to think
- Celebrate achievements
 - Team building events are essential



Customer Focused

The most important rule in Retail and Service:

Know and Serve Your Customer!

- GE Water Heaters – Good example
- Circuit City's Exit of Appliances – Bad example

Actions

- Lead by example
- Do not tolerate any violation of THE RULE
- Survey your customers and suppliers
- Shop your competitors

Creative Thinking

Facts:

- We are in a commodity business
- Success depends on differentiation
- Key Factors for the future
 - **E**mployees
 - **A**ssortment (Display and Product)
 - **S**ervices
 - **Y**ou

Approaches:

- Engage the team in important aspects of planning. (They should be the closest to the customer)
- Brainstorm regularly
- Reward ideas
- Perform comparisons of your business with others looking for gaps/opportunities
- Avoid the “Me Too” trap

Embracing Change

Areas to Embrace

- Technology
- Market Conditions
- Outsourcing

Process

- Change Acceleration Process (Major Change)
 - Involve and Inform Employees
 - Keep it simple
 - Communicate Frequently
 - Monitor for Acceptance

Personnel

- If you cant make some heat get out of the kitchen (Sometimes a change in people is necessary)

Focusing on Results

Establish Metrics

- Believe that everything is measurable
 - Statistical – Six Sigma, TQM
 - Simple Math – Sales, Margins, Customer Sat, Inventory Turns
- Get employees involved
 - Post numbers
 - Set personal goals
- Celebrate good results
- Regroup on bad results

Fix, Close, or Sell

jack

Chris
Claymont
Parker

The Last Word

The key to creating highly effective teams and business processes is YOU!!

