



Best Practices for Companies Moving to the Next Level

August 28, 2009



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Monday, Sept. 21, 2009
12:05 to 1:00 pm

To discuss: **Crucial Conversations**, by Vital Smarts. For more information, [click here](#)

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7 Synergies for Business Success

1. Grow from the inside out
2. Develop a brand promise and live it daily
3. Put people first.
4. Hire leaders and managers
5. Values validate valuation
6. Lead to create and maintain wealth
7. Monitor, monitor, monitor ... whatever you measure will improve.

And the intangible ... the quality of the CEO is directly proportional to the quality of the company.

Wondering how you stack up on these issues? [Take our Growth Assessment](#) to find out!

Check out the

10 Quick Management Lessons

My son just returned from the Boy Scout Leadership Institute where he learned a 'management theory' every day and then applied it in the wilderness. He returned with a credit-card sized laminated card that itemizes the 10 key management methods, which I will summarize here (acronyms for each method are provided in all caps).

1. **Vision - Goals - Planning** - Performance starts with creating a picture of future success. Remember, you need to involve your team in painting a vision with words and pictures.
2. **SMART Goals** - Alan Chapman created this acronym about the five criteria for a sound goal: specific, measurable, attainable, relevant, timely.
3. **Planning and Problem Solving Tool** - Ask what, how, when, who. End each meeting with a review of all agreements using this formula - who agreed to what by when and how will they do it. For a copy of a chart to use for meeting minutes following this formula, e-mail office@smartgrowth.com.
4. **Assessment Tool - SSC** - Ask yourself what we should start, stop, continue. For a new executive, director or manager, asking each stakeholder these questions helps you make a quick, accurate assessment of the organization: What should the company start doing? Stop doing? Continue doing?
5. **Teaching the EDGE** - Employees need to evolve through four stages of learning: explain, demonstrate, guide, enable. This theory applies to new employees going through orientation as well as to established employees learning a new task.

SmartGrowth [Recommended Reading List](#).

Order NOW! Get Pam Watson Korbel's book *More Money, Less Work, More Fun* and face your business challenges!

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6. **Conflict Resolution Tool - EAR** - Express, Address, Resolve - Akin to the Crucial Conversations Model, this tool helps groups to gather feedback from individuals, discuss it and develop a consensus.

7. **Ethical Decisions** - Decide if each decision is a right vs. wrong decision, right vs. right decision, or trivial. Generally, the right versus wrong decisions and the trivial decisions are easiest. In the right versus right decisions, dissect your values and the other parties and determine which values have priority.

8. **Communication - MoSeR** - Message, Sender, Receiver - Every communication has three variables as described here; any of the three can go awry and challenge good communication. Test messages with active listening skills by repeating what you heard.

9. **Valuing people - ROPE** - Reach Out, Organize, Practice, Experience - Teams of employees who feel valued by the organization perform at a higher level. Leaders are charged with reaching out, organizing, practicing and creating a positive experience.

10. **4 Stages of Team Development** from Bruce Tuckman - Forming, Storming, Norming, Performing - Every team evolves through all four phases of development. Many leaders become distracted in the 'storming' phase and start team development over when they really need to just push through to the last two stages.

For a free copy of the SmartGrowth management methods card (credit-card sized, laminated), reply to this e-mail or office@smartgrowth.com.

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