

The Coaching Authority

January 2007

Volume 1 Issue 6

FIVE STAR
PERFORMANCE

Anything You Can Do – You Can Do Better!
FIVE STAR PERFORMANCE, LLC 574-286-1123

Benefits of Planning

The benefits of planning are many. Planning helps to prioritize your activities. You already know that you will be wearing several “hats” and that the functions you’ll perform under each are different. It is easy to get bogged down in the seemingly urgent activities and overlook important, even critical ones. Planning helps you to see beyond the immediate issues and focus on the desired outcome. This will help to ensure that the day to day activities are in line with the long-range objectives and vision. It will help you to avoid getting involved in seemingly endless crises, and even prevent crisis-stimulated activities that seem to be important and necessary, but in fact many not be either. With this understanding, you are better able to focus your energies on getting where you want to go. A comprehensive plan is the most important tool you can utilize to build a successful business.



- ♦ Do you have your plan ready for next year?

Continued on page two – Planning

Inside This Issue

Benefits of Planning

What You Are is as Important as What You Do: Honesty, Ethics, Parenting

One Minute Ideas

How to Run an Excuse-Free Office

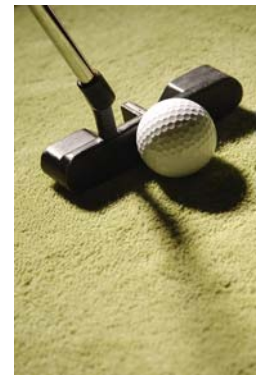
All articles, quotes, and material in this newsletter are copyrighted. © 2007. No part can be reproduced in any form without specific written consent from SA and copyright holder(s). All rights reserved worldwide.

What You Are Is As Important As What You Do: Honesty, Ethics, Parenting

If you aren't honest with the rest of the world, how can you hope to be honest with yourself? Honesty isn't what you say you believe; it's what you model, encourage, reward and let happen every day.

Come with me for a moment to Oklahoma. One of my friends, proud father Bobby Lewis, was taking his two little boys to play miniature golf. "It's three bucks for you," the attendant drawled, "and three bucks for any kid who's older than six. They get in free if they're six or younger."

Bobby said, "Well, Mikey's three and Jimmy's seven, so I owe you \$6.00." The attendant looked surprised. "Hey mister, do you like throwing your money away? You could have told me the big one was only six and saved three bucks. I wouldn't have known the difference."



"Yes," Bobby said, "but the kids would have known the difference." Daring to take responsibility for your own life requires truthfulness and honesty in all your dealings, both with yourself and with others. As an individual or a company, what you do in private is as important as what you do in public.

— Reprint permission granted by: Patricia Fripp, CSP, CPAE
PFripp@Fripp.com, 1-800 634-3035

Action indeed is the sole medium of expression for ethics. — Jane Addams

Always do right — this will gratify some and astonish the rest. — Mark Twain



ONE MINUTE IDEAS

Increase employee worth and their results by encouraging risk taking

Use "progress," not "perfection," as a goal for your employees.

Benefit: When they see that taking risks – and making a mistake – is acceptable, they'll be more willing to work on solutions without fear of failure.

Motivational Quotes For 2007

There is nothing like a dream to create the future.
– Victor Hugo

It is not your aptitude, but your attitude, that determines your altitude.
– Zig Ziglar

Live out your imagination not your history.
– Stephen R. Covey

Never confuse activity with results.
– Lou Gerstner, CEO of IBM

FIVE STAR
PERFORMANCE

51818 Bonanza Dr.
Granger, IN 46530
(574) 286-1123

E-mail:
frazier@coachingauthority.net

Visit our website at:
www.coachingauthority.net

Continued from page one – Planning

- ♦ Does everyone in your company know the top 5 goals for the coming year?
- ♦ Are all of your goals written down and tracked?
- ♦ Need help creating a competitive edge for 2007?

– Adapted from *Strategic Thinking & Business Planning Process*. Copyright protected. Resource Associates Corporation

How To Run An Excuse-Free Office

Is excuse-making a problem in your office? Excuses are really just defense mechanisms because employees fear blame, embarrassment, reprimands, and firings. As a manager, it is your job to turn mistake-making into a learning experience for your employees. Here are some suggestions to help you reduce the amount of excuse-making that goes on under your command:

- **Make sure your employees know your expectations.** Clarify tasks and assignments that will be each employee's responsibility. Explain how what the employee is doing fits into the bigger picture. This is often an oversight in many businesses and detaches the worker from feeling like he is performing meaningful work.
- **Help the employee anticipate possible problems and how she will handle them.**
- **Make sure the employee knows where to go for help.**
- **After the task has been completed, discuss it.** Was it a success or a failure? Did the employee meet expectations?
- **Discuss with the employee what he or she learned from the work.**
- **Discuss with the employee what he or she could have done differently** or more effectively during the course of the work.
- **Praise the employee when applicable.**



– Adapted with permission from *Nations' Business and First Draft*

Effective Management

An effective way to keep in touch with the way other managers and companies deal with problems similar to yours is networking, or making contacts with managers in other companies to whom you can turn for suggestions and ideas. Organizations that have achieved success in a certain area are often willing to share their techniques and methods. They provide benchmarking other companies can emulate.

