

# **Multiplying Your Success by Improving Your People and Your Systems**

The key two roles of the leader are:

1. Helping each team member to continuously improve in an on-going basis.
2. Enhancing the systems in their department or company so as to improve the smoothness and effectiveness of the entire department and company.

## **Improvements in Each Person:**

1. Their skills and abilities.
2. Their Attitudes.
3. Following procedures and systems.
4. Training schools.
5. Setting career and personal goals.

## **Improvements in the Process (the systems):**

1. Putting up a scheduling board.
2. Creating an operations manual.
3. Reducing duplication of effort in the company.
4. Getting a process more clearly defined.
5. Identifying the “hot points” of each system (where the behavior or action **must** happen for success of the whole department).
6. Adding a new innovation in technology.

As a leader, what you do is step back and take a look at the whole picture and say:

## *In What Areas can My People Improve?*

Person

Areas for Improvement

1.

2.

3.

4.

5.

6.

7.

and

What Systems and Processes Can We Improve to Make Things Run More Smoothly and Effectively?

1.

2.

3.

4.

5.

