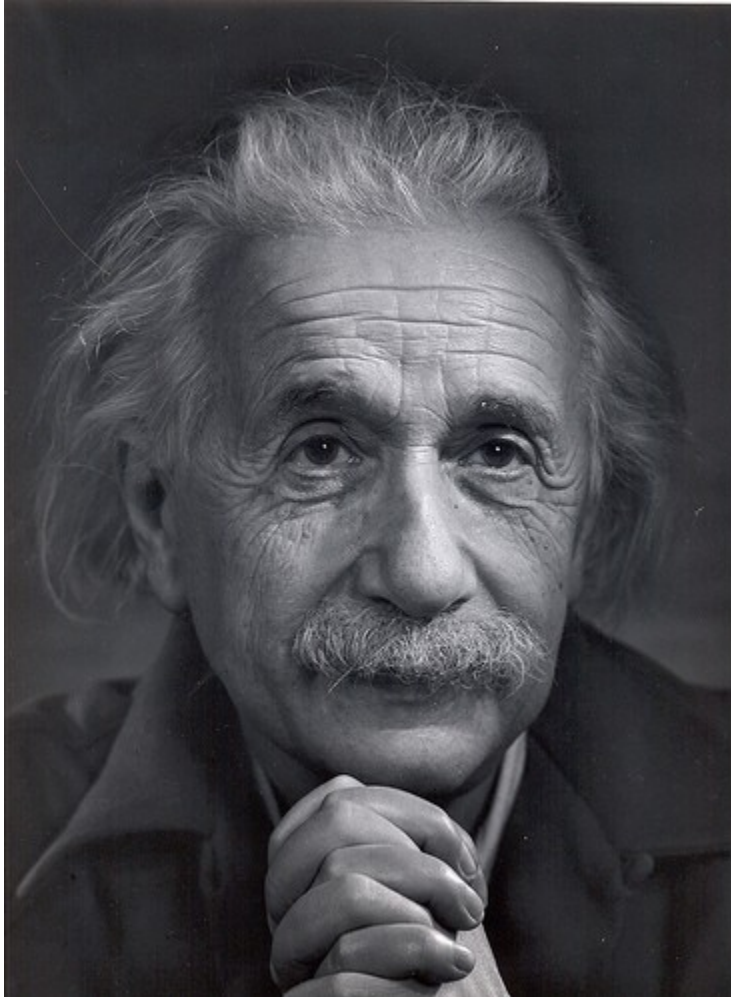


The Road to Entrepreneurial Sanity

CLARITY FOR THE BOSS THINK TRAINING 101



“You cannot solve a problem with the same consciousness which created it. We must learn to see the world (and our business) anew.” Albert Einstein

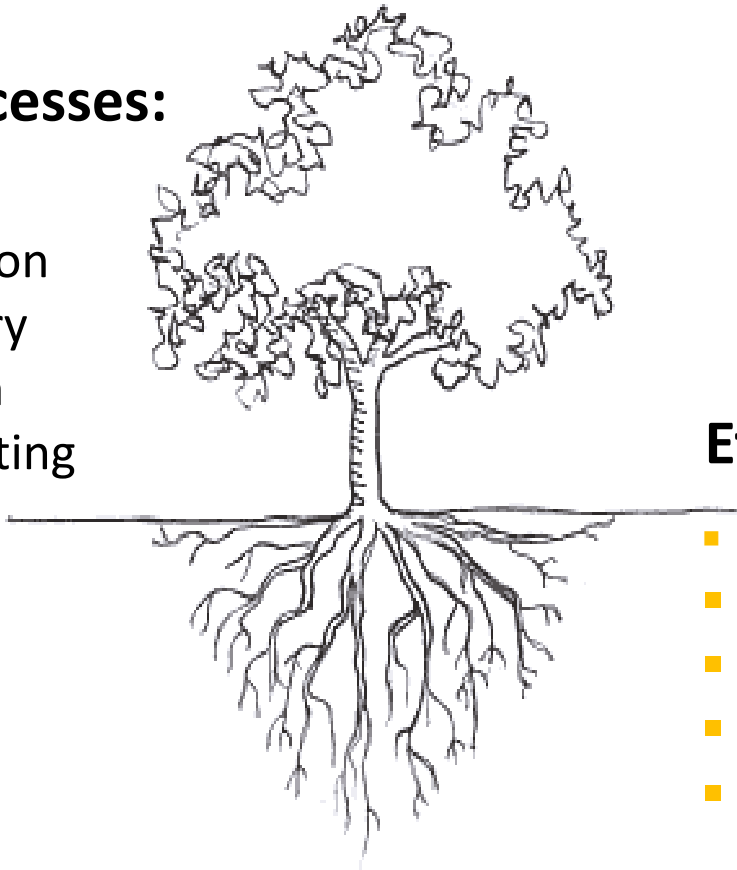
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The REAL Goods on Solving People Problems

Efficiency Processes:

- Budgeting
- Product Creation
- Service Delivery
- Administration
- Sales & Marketing



Effectiveness Processes:

- Change management
- Effective decision making
- Effective problem solving
- Communication/Collaboration
- Engagement
 - Employee
 - Customer

Clarity Components

Sustained
Performance

- ✓ Change management
- ✓ Effective decisions
- ✓ Effective problem solving
- ✓ Communication/Collaboration
- ✓ Engagement :
 - ✓ Employee
 - ✓ Customer

Foundation
Building

Productive
People

Improved
Profit &
Growth

Smoother
Operations

Culture of
Engagement

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THINK TRAINING™



Food For Thought

- What are your crucial criteria for decisions and solutions that no one else seems to have?
- If staff understood your guiding principles, could they invent a successful way for your business to work also?
- Is there potential to develop a culture of collaboration and interdependence?
- What hidden talent does your staff have? How do you know if you haven't asked?

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Sustained Performance

Getting your people to think in an adaptive and innovative way

- If you were vaporized by aliens tomorrow, how long would it take for your business to fail?
- In what order would your systems collapse?

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Foundation Building

*Getting your people to think about your company
and its culture the same way you do*

Creative	Thorough	Friendly	Caring	Professional
Leading-edge	Excellent	Expert	Ethical	Dependable
Flexible	Cooperative	Customer Oriented	Fun	Respected

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THINK TRAINING™



Productive People

Getting your people to think about their tasks the same way you do

Think about the first 5 minutes of an average day in your business. What is your routine/tasks?

1. Who do you talk to?
2. What do you say to them?
3. What are the typical questions you answer?
4. How often do you rush setting them up for the day?
5. How many times are you asked the same questions again?

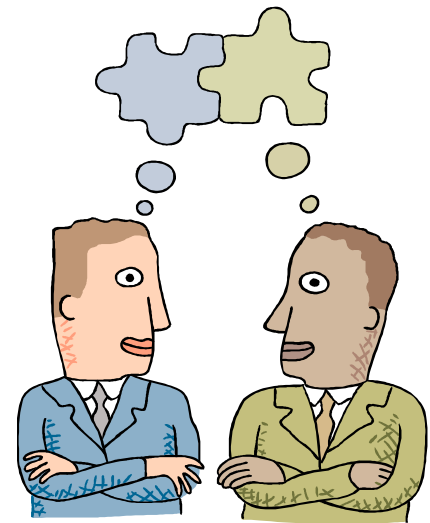
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Culture of Engagement

*Getting your people to think about working collaboratively
and to hold themselves accountable to their role*

Accountability: What's stopping you?
Hurt feelings, no time, no trust in the
outcome, expose your own mistakes,
fear of retaliation



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Hammer	Fan
You ask lots of questions that make people feel they are being tested.	You create a two-way conversation that feels more like a dialogue.
When you're done, people feel they have passed or failed.	When you finish, people feel like they got something beneficial from the interaction.
You make people feel as you are going publicly humiliate them.	You make people feel like problems and mistakes are feedback and there's time to work on them and fix them.
You act more like a judge & jury, making sure people don't do anything wrong but not really offering any help.	You act more like a mentor, providing needed support and helping people discover what's necessary to get results.

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Smoother Operations

Getting your people to think about the importance of clear communication so they can be proactive about processes

A Simple Communication Test:



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Improved Profit and Revenue

Getting your people to think about the customer experience

- Describe the best customer experience your business has celebrated: What went right?
- Think about the most painful service failure your business has endured: What went wrong?

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Our Service Failure Predictions:

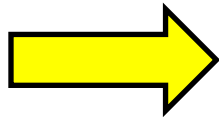
- Values were misaligned – unclear expectations
- No one was thinking on their feet/proactive
- Staff didn't envision the customer experience
- Communication not received as intended



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Your People
Solution Tool
Box is right
here



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Share
Learn
Inspire
Improve

Already a member? [LOGIN](#)

THINK™ Training | The Club House | Our Tribe

FREE Clarity Club | The President's Club | Resources

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'People Problem's at work?
Welcome to The Club!
Come on in and...

FREE "People" Tools

- Create an effective team of people who 'think' like you.
- Improve the performance of staff at all levels.
- Discover cool ways to get and keep your staff engaged.
- Connect staff with company culture for consistent results.
- Test Drive our Sanity Builders – FREE!
- Use our tools to improve your business
- Post questions and find solutions

Watch a short clip about the Clarity for the Boss program

Sign up today!

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Policies | Site Map

WELCOME Sign up!

JumpPoint Sustained Innovative Advantage. Now.

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Green for Life!

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New Tools	Clarity Club – FREE	Presidents Club
The Club House Forum	Yes	Yes
360 · Effectiveness Test	Yes	Yes
20+ Clarity Samplers	Yes	Yes
Personalized Glove Box	Yes	Yes
Collect Clarity Points	Yes	Yes
President's Blog	-	Yes
One Year Clarity Program	-	Yes
Email Support	-	Yes
Live WebEx Sessions	-	Yes
Workshop Discounts	-	Yes

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*“You are standing in the presence
of your own greatness.*

*All that’s getting in the way of working in our
own dream business is attracting, engaging
and retaining great, effective people”*

Jacki Hart, CLP