

Looking For The Answers

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Problem solving is a big part of what managers must do each day. As the manager, it is your responsibility to ensure that processes run smooth, efficiently, and effectively; and that they produce the desired results to help the organization and the company meet their goals. When things go wrong with the processes, people look to you to identify and resolve the issues.

This is even more imperative when you take over an existing organization that has been having problems with quality and productivity. Things are not going well and your boss and peers look to you to solve the problems and get everything back on track.

But where do you start? What are the real problems and what are realistic solutions that will work? How do you jump start a process that is seen as unproductive, unresponsive, or even just plain broken.

If human beings are perceived as potentials rather than problems, as possessing strengths instead of weaknesses, as unlimited rather than dull and unresponsive, then they thrive and grow to their capabilities. – Robert Conklin

Surprisingly, fixing process related problems can be much easier than you might anticipate. Processes don't generally break overnight. Instead, there is a gradual change in the processes that eventually results in poor performance. Or, sometimes, the business changes and the processes aren't changed accordingly. So the old processes fail to meet the new demands of the business.

While these problems may seem intimidating at first, they are actually easy to resolve. They are easy because there are some amazing experts who have probably already diagnosed the problem and are just waiting for your directions to implement the changes.

Who are these experts?

They're your team! They are the same people who have been doing this work for weeks and months and years. They see what's broken and they know exactly how to fix it. They only wish someone would listen to them so that the problems can be resolved.

As strange as this may sound, we have found this to be true time after time. The best people to fix the broken or outdated processes are the ones who use it every day. They have seen the waste and inefficiency; they've seen the process fail to keep up with the business; they've seen management struggle to change things that they (the management) really don't understand. And they are dying to tell you about how to make things better.....if only you will ask them.

Give it a try. Put some trust in your staff and ask them how to resolve the problems your team is facing. Then, listen closely to their answers. We're betting you will be surprised at how well they understand the issues. And you will also be surprised by their knowledge of how to solve the problems.

An engaged and energized workforce leads to higher productivity, reduced costs, improved customer service, and increased profitability. Employee engagement happens when your Corporate Culture, Leadership Style, and Employee Expectations are in synch.

The Fusion Program from ECI Learning Systems is designed to align these 3 concepts in your organization – engaging your employees and creating positive energy that will propel your company to new heights.

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