

Frameworks
Business Solutions

Frameworks' Philosophies



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ROB HOOVER

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Design by Brian Foreman

Three Simple Tools

➔ Expectations, Units of Measurement and Consequences.

How do you set them?
How do you measure them?
What are the consequences?

➔ The Urgency Addiction and the difference between Important and Urgent.

If you don't know the difference, everything is urgent!

➔ Completed Staff Work and the Framework for Systematic Thinking

What steps are you taking to see what talent you have?
What process does your team use to identify and resolve problems?



Tools for the Successful Problem Solver

Begin with the End in Mind

No one would get on a plane unless they knew where it was going, but those same people have no problem calling a meeting to which they have no idea how it will end.

Stimulus, Choice, Response

When all is said and done this is what life is all about! One must always remember that you have a choice, even if the choice is how you feel!

Framework for Systematic Thinking

Data	What is the Problem?
Diagnosis	What are the possible causes?
Direction	What strategies might be wise?
Do Next	What are some specific next steps?

Can you answer these questions?

1. Is it the Symptom or the Problem?
2. For every action there is a reaction. What will the reaction be?
3. What are the Opportunity Costs?
4. Does the Risk equal the Reward?



Tools for the Successful Leader / Manager

The Basic Principles

1. Establishing performance expectations
2. Developing Job Skills
3. Recognizing Positive Results
4. Giving Constructive Feedback
5. Taking Corrective Action

Know your Customer and your Role.

Without the customer you have no role!

The Three skill sets of a Successful Leader

1. Leadership (Understanding behaviors, Coaching, Setting Expectations)
2. Business (Financial decisions, Budgets, Forecasts)
3. Technical (Understanding the Deliverable and Day to Day operations)

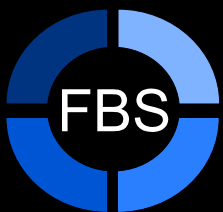
The use of Action Required (AR) & For Your Information (FYI) regarding Emails and Agendas.

Do you understand the Natural laws of Human Behavior?

Common Sense is not always Common Practice!

Proactive vs. Reactive

Can you plant a seed today that will produce a tree tomorrow?
The time to discuss fire prevention is not when you're fighting the fire!



Tools for the Successful Leader / Manager

(continued)

Effectiveness vs. Efficiency and which comes first!

Effective – Goose that lays the Golden egg

Efficient - Golden Eggs / Production Capability (Goose)

Without the Goose there is no Golden Egg!

Emotional Bank Account

Similar to a traditional Bank Account, but trust is the currency instead of money. You have an account with every person you come in contact with on a daily basis.

Have you made more Deposits then Withdrawals?

Motivation and Passion

Know the difference between Extrinsic and Intrinsic.

Extrinsic – Walking across a 10 foot beam, two feet high for \$200.

Intrinsic – Walking across a 10 foot beam, two stories high for the lives of your children.

Understand and then Be Understood “Empathy”

The ability to walk in someone else’s shoes.

The Personality types: Learners, Entrenched, Overwhelmed and BS’s

Which one are you?

What about your boss?

What about your employees?



Tools for the Successful Leader / Manager

(continued)

Do you know the Difference between Comfortable, Uncomfortable and Overwhelmed?

What is your potential?

What is your reserve?

How objective can you be as you pass through each phase?

Do you know the motivational differences between Knowledge and Manual workers?

Do you have the ability to run an effective meeting?

