



Ignite Results

Results are important! It confirms what you are about to share is worth listening to.

Long term, consistent results are achieved through a system that engages every team member, and includes education and standard measurements of success that are easily understood and documented. A solid commitment to change from the top through the organization is essential.

Commit to a Change. If you are not achieving the results God has shown you, it is time to do something different. Different results require doing things differently. Count the cost, and be strong. Help team members get on board and make the change, but know many will not be pleased. Stay the course.

Define Actions to Achieve Results. Identify key team members and get them involved in the process early. Create “recipes for success” by position. Create management tools to measure success.

Equip Team to Succeed. Model new procedures. Seek to understand. Create consistent education opportunities. Break processes down into daily actions. Recognize it takes a team.

Decision is Just the Beginning. Start communicating where the organization is going. Communicate clear expectations based on your Vision and Mission and Values--how you do business and Norms--how you treat each other. Determine if your culture is healthy enough for growth. Discuss how strategies and benchmarks will be achieved and how to set up leaders/managers for success. Utilize peer leadership and involvement. Teach/model how to lead the team.

Support required. Identify primary and secondary contacts. Choose a manager to lead results. Identify and connect with the customer/donor. Develop measurement tools to track results. Document daily, weekly and monthly actions. Define how items will be measured.

Help managers manage. Create measurement sheets for each position based on “recipes”. Document and help with initial meetings. Establish weekly huddles and location boards with results. Encourage team creativity. Support your key leaders and change agents.

Report Results. Create space within the weekly huddle to report results and top performers. Develop campaigns and make them fun as well as incentivizing. Communicate regularly with top leaders for encouraging the teams. Ask teams to share successes. Reward top performers (incentives, acknowledgement, personal notes and interaction with top leaders). Esteem what lines up with your top priorities.