

## **OPTIMIZING WORK PROCESSES**

### *DEFINITION*

Knowing the most \_\_\_\_\_ and \_\_\_\_\_ processes to get things done, with a focus on \_\_\_\_\_.

### *SKILLED BEHAVIORS*

- Identifies and creates the processes necessary to get work done
- Separates and combines activities into efficient workflow
- Designs processes and procedures that allow managing from a distance
- Seeks ways to improve processes, from small tweaks to complete reengineering

### *UNSKILLED BEHAVIORS*

- Works in a disorganized fashion
- Has difficulty figuring out effective and efficient processes to get things done
- Accepts processes as they are; pays little attention to process improvement
- Doesn't take advantage of opportunities for synergy and efficiency

## **THE STEPS**

### *STEP 1: CHOOSE WHICH PROCESS TO OPTIMIZE*

### *STEP 2: MAP OUT THE PROCESS*

*STEP 3: ANALYZE THE PROCESS*

*STEP 4: GET BUY-IN TO IMPROVE THE PROCESS*

*STEP 5: IMPROVE THE PROCESS*

*STEP 6: IMPLEMENT AND COMMUNICATE THE CHANGE*

*STEP 7: GET OTHERS TO OPTIMIZE AND MAINTAIN PROCESSES WITHOUT YOU*