

Paul Hoyt's "Office Hours" Series



THE **Awakened** CEO System

Office Hours

mindset

methods

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Welcome to Office Hours

- A relaxed, informal mentoring program
- Held every Monday at Noon Pacific Time
- All recordings, slides, and exercises are archived in our member's area
- All recordings are available on my YouTube channel:

www.YouTube.com/user/PaulHoyt

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The Reasons

- Being a successful small business owner can be a great experience!
- It's tough - you need Education, Training, Tools, and Team to be successful
- We want you to get to know us

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The Reasons

- First and most importantly, we want you to know that we care about you.
- We want you to succeed in every area of your life, whatever that means to you.
- We want you to find the **greatness**, the **happiness**, the **divinity** within yourself, and then remember it, embrace it, and live it every day.



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Our Passion

To increase the survival rate...

Accelerate the growth rate...

And reduce the struggle rate
of businesses in America

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Our Vision...

To help millions of CEOs and
Entrepreneurs accelerate their business
growth and enjoy greater harmony and
balance in their lives

Please Pass the Word!

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Office Hours Agenda

- In depth discussion of a business success principle
- Closing remarks, special offers, and invitation for next weeks session
- Open Q&A and coaching

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Join Us!

- The Awakened CEO Communities on both LinkedIn and Facebook
- Business Success Principle of the Day postings on both Facebook and LinkedIn
- Energy of the Day posting on Facebook

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Today's Topic:

How to Be GREAT at Operations and Administration!

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The Key Performance Areas



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The Key Performance Areas



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THE **Awakened** CEO
System



A Balanced and Comprehensive Approach
to Business Growth, on multiple levels



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The Awakened CEO System



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Agenda

- How To Transform Yourself and Your Company
- What is Operations and Administration?
- The Value of Excellence in Operations
- The Six Operations Success Principles
- The Bottom Line

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How To Change

- What to do - Education
- How to do it - Training
- Doing the work - Coaching

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The Awakened CEO System

Levels of Performance



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Doing the Work

- **Mindset** – your beliefs and perspectives
- **Methods** – your plans, processes, and procedures
- **Momentum** – taking action, accelerating your velocity



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What is Operations and Administration?

- Back Office
- Manufacturing, Kitting Assembly and Distribution Operations
- Getting the Job Done – the Operations Competencies

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The Back Office

- Human Resources
- Information Systems and Telecommunications
- Legal Services
- Administrative Services
- Facilities

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Manufacturing, Kitting, Assembly, and Distribution

- Sourcing
- Production Control
- Inventory Management
- Manufacturing
- Distribution

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Getting the Job Done – The Four Operations Competencies

- Project Management
- Operations Management
- Opportunity Management
- Change Management

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Value of Excellence

- Your employees and contractors know exactly what is expected and almost all of them are doing a great job
- Your computers and telecommunications systems are up to date and reliable. People are working away with great eagerness and enthusiasm because the systems work so well.



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Value of Excellence

- You know that every contract and every agreement is a good one because they have all been reviewed by great attorneys.
- You have great support. You and your high paid staff are not spending your time doing things that are more cost effectively done by others.



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Value of Excellence

- Your manufacturing operations are delivering quality products on time and within the expected costs.
- You are proud of your offices, warehouses and manufacturing facilities. Everything is up to date, clean and efficiently laid out. You love to invite people over.
- You get the job done!



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Impact of Poor Ops & Admin

- You wonder what your employees are doing and they wonder what they are doing too.
- Your computer systems keep crashing and you hope that your critical data is backed up.

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Impact of Poor Ops & Admin

- You hope that nothing goes wrong with one of your agreements because even the largest of them have never been reviewed by an attorney. You feel exposed.
- You spend a lot of time making copies, going to the post office, cleaning the toilets, and making coffee. You don't have near enough support.



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Impact of Poor Ops & Admin

- You never know what qualities are going to come out of your manufacturing facilities and when you are going to get it.
- All of your important meetings are at Starbucks or a hotel. You never invite prospects or customers to your place because, well, it is embarrassing.



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Six Principles of Great Operations and Administration

- Have Great Agreements
- Get a Great Administrative and Operations Support Team
- Manage Your Staff Extremely Well
- Use Technology Effectively
- Have Reliable and Efficient Delivery Systems
- Be Great at the Four Ops Competencies!



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Have Great Agreements

- Good agreements make for good business
- Friends, too!
- Have every significant agreement reviewed by an attorney
 - Work out the business terms first
- Hire specialists
 - IP attorneys, corporate law, securities
 - Employment law, litigation



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Get a Great Administrative and Operations Support Team

- Delegate the low value activities
- High value activities include:
 - Sales
 - Strategic planning
 - Forming great alliances and partnerships
 - Managing your staff
 - Building quality referral relationships
 - Things too expensive to outsource

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Get a Great Administrative and Operations Support Team

- Your support team:
 - Administrative Support
 - Sales Support
 - Contract Support
 - Marketing Support
 - IT Support
- Make sure you have a company that includes both leaders and followers!



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Get a Great Administrative and Operations Support Team

- Have a reasonable span of control
- At very small companies, hire versatile employees
- A larger companies, hire specialists

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Manage Your Staff Extremely Well

- Good interviewing and hiring practices
- Great agreements with your employees and contractors
- Great compensation packages
- Good performance review systems
- Great onboarding, training, and orientation systems

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Step by Step Success

- Job Description
- Interviews
- Tests and Checks
- Onboarding and Training
- Probationary Hiring
- Ongoing Management

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Use Technology Effectively

- Keep up with customers, competitors, and suppliers
- Refresh your technology every 2-4 years
- Think mobile!

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Have Reliable and Efficient Delivery Systems

- Focus on the supply chain:
 - Suppliers
 - Preparation team
 - Delivery team
 - Account management team
 - Support team
- Have excellence at every step

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The Four Operations Competencies

- Project Management
- Operations Management
- Opportunity Management
- Change Management

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Project Management

- One time, with a beginning and an end
- Temporary teams
- Typically inter-departmental or cross-functional
- Generally hasn't been done before
- Focus on quality, timelines, and budget
- Difficult to estimate time and budget



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Operations Management

- Repetitive
- Permanent tasks
- Permanent teams
- Optimized

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Opportunity Management

- Knowing when to stay the course...
- ... or Stop the Presses
- Takes a lot of focus and discipline
- Takes processes and procedures...
- ... to overcome Shiny Object Syndrome

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Change Management

- Requires very high Emotional Intelligence
- Must be done carefully and systematically
- Requires great plans, committed leadership, great teams, and appropriate rewards
- Gamification is key!

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Ops & Admin Success

- **Mindset** – details matter!
Everything can be improved
- **Methods** – contract discipline,
documented processes,
constantly improved
- **Momentum** – focus on the next
agreement, the next hire, the next
internal system, etc.



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Six Principles of Great Operations and Administration

- Have Great Agreements
- Get a Great Administrative and Operations Support Team
- Manage Your Staff Extremely Well
- Use Technology Effectively
- Have Reliable and Efficient Delivery Systems
- Be Great at the Four Ops Competencies!



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Excellence in Operations Mantra

“I will have great written agreements and I will get them reviewed by attorneys. I will stop using high dollar resources to perform low cost tasks by cultivating a great Administrative and Operations Support team. I will manage my staff very well and employ them to my utmost advantage. I will interview them well, have great agreements with them, manage them well and compensate them well. I will keep up with technology and use it effectively today and tomorrow. I will be relentless about having reliable and efficient delivery systems, and I will get the job done!”



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The Bottom Line

- You have to be great at Operations and Administration or the wheels will come off the bus
- A profitable team is a balanced team
- Greatness in the back office is essential to being great in the executive office and in the eyes of the customer



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Homework / Exercise

- Talk to your coaches and colleagues about how they are managing their back office operations
- Begin cultivating or acquiring a great operational support team
- Focus on being excellent in Operations and Administration as soon as possible
- Improve something today!



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Open Q & A and Coaching – in a minute

- Comments and questions on the topic of the day, then any other issues
- Tell me what your biggest “take-aways” are and what insights you gained from this presentation
- Tell me what you are going to focus on

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Our Support Services

Service	Teach You	Do It With You	Do it For You
Education	X		
Training	X		
Coaching	X		
Advising / Mentoring	X	X	
Consulting		X	X
Growth Management		X	X



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Next Office Hours: Feb 1st

- Topic is: How to Be Great at Financial Management
- Let me know what topics you would like for me to address: www.PaulsSurvey.com
- Do your homework!

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Open Q & A and Coaching

- Comments & questions on the topic of the day, then any other issues
- Contact Me at paul@paulhoyt.com
call or text: 415.997.8001
- www.SchedulePaul.com

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