







#### 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





#### The Reasons

- Being a successful small business owner can be a great experience!
- But it's tough you need Education, Training,
  Tools, and Team to be successful
- I want you to get to know me







#### The Reasons

- First and most importantly, I want you to know that I care about you.
- I want you to succeed in every area of your life, whatever that means to you.
- I 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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# My Passion

- To increase the survival rate...
- Accelerate the growth rate...
- And reduce the struggle rate of businesses in America





# My Vision...

- To help millions of CEOs and Entrepreneurs accelerate their business growth and enjoy greater harmony and balance in their lives
- You can help by passing the word







# 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





#### Join Us!

- Brilliant Business Groups on Facebook and LinkedIn
  - https://www.facebook.com/groups/BrilliantBusiness/
  - http://bit.ly/BrilliantBusinessGroup





#### Join Us!

- Business Success Principle of the Day postings on both Facebook and LinkedIn
- Energy of the Day posting on Facebook





# During the Call...

- Make comments, ask questions, share insights and "takeaways"
- Goal: 20 comments and likes in Facebook group





# **Special Announcement**



- An Introduction to "The Awakened CEO System"
- Webinar on April 16th, 6 PM PT
- Watch your emails for signup information





# Today's Topic:

# The Science of Increasing Entrepreneurial Success

Based on "Investing in Entrepreneurs:

A Strategic Approach to Strengthening Your Regional and Community Economy" (2010)

by Gregg Lichtenstein, PhD and Thomas Lyons, PhD





# The Key Performance Areas

MARKETING

PRODUCT DEVELOPMENT OPERATIONS & ADMINISTRATION

FINANCIAL MANAGEMENT

SALES

SERVICE & DELIVERY

LEADERSHIP

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# The Key Performance Areas







# Agenda

- About the Authors
- Guiding Principles
- Key Beliefs
- The Skills Ladder
- For Communities
- The Bottom Line







# Gregg Lichtenstein, PhD

- Doctorate from Wharton in Entrepreneurship (1992)
- Entrepreneur at Collaborative Strategies (since 1991)
- Other ventures he teaches and does!





# Thomas Lyons, PhD

- Doctorate from University of Michigan (1987)
- Professor at Baruch College, CUNY
- Very well published







# **Guiding Principles**

- To generate actionable knowledge in order to be efficient and effective in working with entrepreneurs
- To act entrepreneurially
- To build systemic solutions for individual entrepreneurs and communities of entrepreneurs
- To produce transformational changes





# Why is This Important?

- Businesses with less than 500 employees
  - Account for 99% of all employers
  - 75% of new jobs
  - 50% of GDP
  - 55% of all new innovations







# Developing or Encouraging?

- Developing implies having systems in place to increase competencies and effectiveness over time
- Missing in most communities

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# Three Key Beliefs

- Entrepreneurs are successful to the extent that they have the necessary skills
- Entrepreneurs come to their entrepreneurship with different levels of skills
- Entrepreneurial skills can be developed

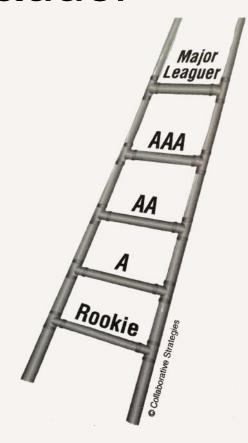
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## The Skills Ladder







#### The Dimensions of Skills

- Technical Skills
- Managerial Skills
- Entrepreneurial Skills
- Personal Maturity





#### It's Not About Talent

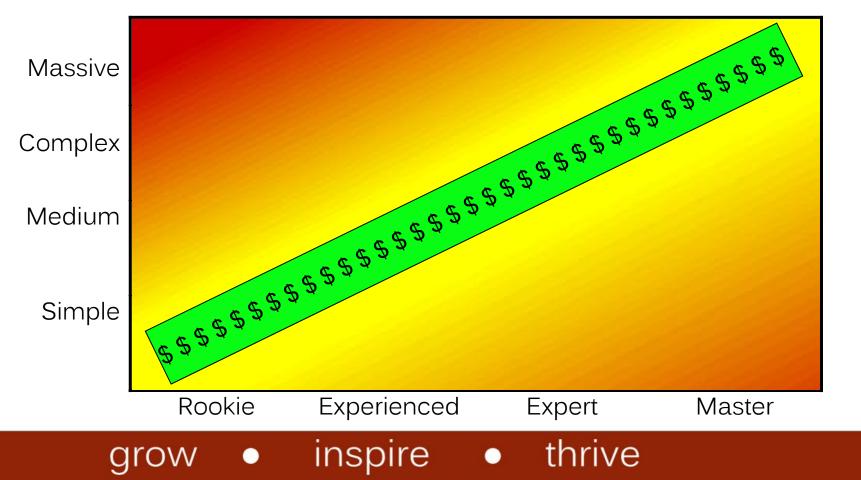
- ... It's about practice
- Deep Practice x 10,000 hours
  = world-class skill







# Making the Match







# **Business Complexity Profiles™**

	L	М	S	F	0	р	s	Total
Selling Roses	1	1	3	1	1	1	1	9
Car Wash	1	1	1	2	2	2	2	11
Hot Dog Stand	1	1	2	2	2	3	2	13
Mall Kiosk	2	2	4	3	3	3	4	21
Florist	2	3	4	4	4	2	4	23
Coach	3	6	6	3	3	2	6	29
Licensed Therapist	2	5	5	3	5	5	5	29
Consulting Firm	3	5	6	3	3	4	5	29
Construction	5	6	5	5	5	3	3	32
Doctors Office	6	2	2	6	6	7	6	35
Government Contracting	3	6	7	7	5	4	5	37
New Simple Prod	4	8	6	6	6	7	5	42
Software Startup	7	6	8	7	4	9	4	45
New Medical Device	7	7	8	6	7	9	8	52

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# The Steps

- Appraising skill levels
- Matching entrepreneurs and opportunities
- Coaching entrepreneurs





# **About Coaching**

- Coaches vary in skill, too
- Some coaches work well with startups, others do not
- Some coaches work well with larger businesses, and others do not
- A good match is critical





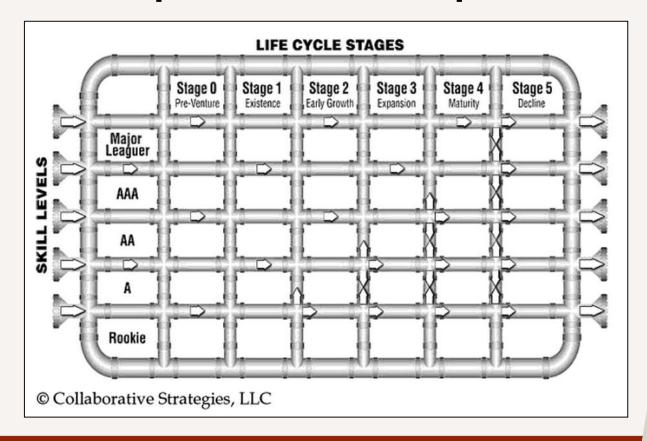
#### For Communities

- Invest in developing entrepreneurs
- Build a community of entrepreneurs
- Consider your pipeline of entrepreneurs as a portfolio of related assets
- Invest in the conditions necessary to effectively manage the pipeline





# The Entrepreneurial Pipeline



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#### The Bottom Line

- Entrepreneurs can be developed
- Matching the skillset, mindset, and experience of the entrepreneur to the complexity of the business is the key
- Coaches and mentors must be matched to the entrepreneur and the business





# Agenda

- About the Authors
- Guiding Principles
- Key Beliefs
- The Skills Ladder
- For Communities
- The Bottom Line







#### Homework / Exercises

- Get the book and read it!
- If you have connections to chambers and economic development councils, introduce them to the book
- Review my Business Survival Boot Camp
- Have a "serial entrepreneur" mindset

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#### Homework / Exercises

- Ask yourself: "What type of business and what size of business would be a good fit for my experience, skillset, and life style choices?"
- Create a plan to develop your entrepreneurial skills
- Get coaching and support to manage the process

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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





# **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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## Reminder: The Awakened CEO System



- Introductory webinar on April 16th
- Check emails, social media, or call me for more information

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# Next Office Hours: April 13th

- Topic is: <u>Business Intelligence and Data</u>
  Driven Businesses
- Let me know what topics you would like for me to address: www.PaulsSurvey.com
- Do your homework!





# 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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