



Tips from the Top

Leader to leader advice, insights, information

Inside this Issue



Management and Strategy

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Why KPIs are Key to Your Success

Key Performance Indicators (KPIs) are metrics that provide a quantitative measurement of your company's performance over time. They should act as a "flash" report, giving you a quick understanding of how your business is progressing, or can be expected to perform in the near future.

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Extreme Leadership

Last year, I attended a TAB-sponsored event entitled "Leadership in Extremis," during which Lieutenant Thomas F. Metz spoke about leadership from the perspective of a senior leader at the top of a very large organization orchestrating events on a world stage. While none of us probably face such complexities, much of his wisdom applies to leaders at all levels. Here are a few of his best tips...

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Finance

5 Traits of a Good Insurance Broker

In a recent "Tips from the Top" there was great advice about Ensuring Insurance Accuracy. This leads to another tip: what expectations should you have regarding the services provided by your insurance broker?

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UFCs Increase Productivity, Enhance Results

Up Front Contracts (UFCs) should be done for every meeting, including phone calls. I use a simple acronym (PALO) to device a quick UFC:

- **Purpose** – What is the purpose of the meeting or call?
- **Agenda** – What are you going to cover?
- **Logistics** – What is the meeting location, phone number, start and end time, attendees, etc.?
- **Outcome** – At the end of the meeting what is the desired result?

Ideally, you want all parties to agree to your Up Front Contract, including the outcome. If you have a defined UFC, you will find that your meetings will be much more productive.

By : Blair Koch, TAB Certified Facilitator/Coach, TAB Denver West

Achieving More as a Team

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Featured Facilitator / Business Coach



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What TAB Members Say

...the confidentiality of the Board meetings allows me to freely share my concerns with a group of like-minded individuals. In the small-business world, there is no other forum like this.

Richard Almes - President UniMedia, Charleston, SC

When I want to illustrate the power of teamwork, I take my team out to play a scramble golf game. We play as a team and play best ball. What they find is that everyone has strengths and weaknesses. Throughout the game, we end up playing at least one shot of every team member, even the weakest golf player. At the end of the game, I tally up the score and highlight that each of us individually would not have scored as well as we scored as a team. The point is, when we play to our strengths and support each other, we all do better and achieve things that we didn't think we could achieve.

By : Don Maranca, TAB Certified Facilitator/Coach, TAB San Antonio

It Isn't Always About the "Growth"

Most of us talk about and are focused on "growth." But growth isn't necessarily about bringing in more revenue, but how much you make stick on the bottom line. If you can add to the bottom line with less stress and more time for yourself, then that is significant gain. Otherwise, what is the point in growth?

By : Jim Houlihan, Lewis Associates Inc., Lakewood, CO

Employees Want to Help you Achieve Your Goals

During a recent employee meeting, I shared with the whole company our business goals and illustrated how each member of the team supports the goal. For each employee, I provided specific examples of recent activities and how that person contributed to meeting the shared company goals. Not only was everyone reminded of the company goals, people gained an appreciation for the role their co-workers play in the organization. Plus, employees gained a sense of how the small actions they take each day can make a big difference.

By : Bill Gibson, Shurail HVAC, Bloomington, MN

Use Interview Assignments to Weed Out Candidates

As part of the interview process, we ask candidates to produce a report or presentation covering a relevant aspect of the job. This demonstrates the person's ability to communicate, as well as their desire to work at our company (many candidates will choose not to complete the assignment). It also shows how they would approach the job, and may reveal the person's ingenuity if they think of a new solution for your business.

By : Tim Jones, Engineered Equipment Inc., Oklahoma City, OK

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