



The 6 Questions Everyone Needs to Know the Answers To

When you and your people know the answers to “The 6 Questions” your organization will be well on it’s way to success. Ok hear me out on this.

If we were to define everyone’s role in the organization in very simple terms we can boil it down to 6 simple questions that we all need to know the answers to. Every person in the organization needs to know the answers to each of these questions. In fact, even **you** the leader should know the answers to these 6 questions. The objective here is to eliminate any misunderstanding as to where you and your team members stand and to have a *clear sense of expectations*.

The Why? Clarity of Expectations

One critical quality of a successful leader is to make it crystal clear what the expectations are both for themselves and for their people. The answers will of course be different based on the position within the company but regardless of position, everyone, whether crew leaders or manager should have the answers to these.

The 6 Questions

1. What am I suppose to be doing? (Key Activities)

What are the key activities or actions I am supposed to be doing that will get me to where I want to go within the organization and fulfill the goals of the organization? We call these your key leverage points, these are the activities as to where you should be spending your time. If you are the leader then you need to think these out. You then should be sure all those that report to know what their key leverage points are so they can be as effective as possible within the organization.

Spend your time in areas that will get you to where you want to go.

2. How well am I supposed to doing them? (Key Milestones or Measures)

Ok, here is where we actually measure the areas that you are supposed to be spending your time effectively. **THE FOLLOWING ARE SOME BENCHMARK EXAMPLES.**

- Sales Growth 20%,
- Client Retention 90%+,
- Key Employee Retention 100%,
- Quality Standards 85-90%,
- Profitability 10-15%,
- Safety - Worker Comp Accidents, etc. 0%

(Get) **CREATE YOUR OWN** objective measures or the standards that are expected in the areas that are measured within your arena of responsibility.

Think about it, if your people don't know how well they're doing then whatever they are doing is ok? Right? Wrong.....work with them to create measurements.

3. How well am I doing? (Reality Check)

Now I know what I'm suppose to be doing but how well am I doing and how am I being measured? Now we need to know where we match up with these measures or standards. Get a very clear sense of where you stack up and these will serve as your goals moving forward.

4. What do I need to learn or how do I need to behave to be successful? (Success Behaviors and Skills Needed)

Identify the skills that need developing. Are some of my behaviors preventing my success? Now build your plan to address the areas that need work, or that could be preventing you from achieving success. Have a development plan, adopt a mentor and take charge! This is your career and you are the primary person responsible for it's success. Adopt the slogan, "if it's to be, it's up to me".

5. What should I expect if I do all of this? (Rewards and Recognition) (WIIFM- What's In It For Me?)

This question should enter into the equation here. We all should have a clear sense of what this hard work will mean in return for our successful efforts. Remember it is not all about the money but money doesn't hurt. Get a sense of where this all leads you and your organization so you will know your path to success and what that looks like in terms of: Salary, Bonuses, Promotions, Special Assignments, Recognition, Perks, etc.

6. Where do I go if I fail? (Learn and Adjust)

Reality smacks pretty hard sometimes and we all have set backs along the path to success. When those moments occur what do I do? Where do I go? Is there room for failure? How do I get it back together? How can I get help to be successful?

All involved should know the answer to this question **and the others.**

Have a way to deal with mistakes in as positive and learning way as possible. Certainly repeated mistakes or grossly negligent mistakes need to be dealt with appropriately but when there are mistakes made, how can I learn in a positive way and move on to answering the 5 questions above?

So there you have the 6 questions we all need to know the answers to. I can assure you if your organization focuses on these there will be a much keener sense of ownership, a clear path to success and a team of people that have ***“Clarity of Expectations”***

When people have a clear idea of what is expected then the organization will be well on it's way to “Harvesting Your Their Potential”.

