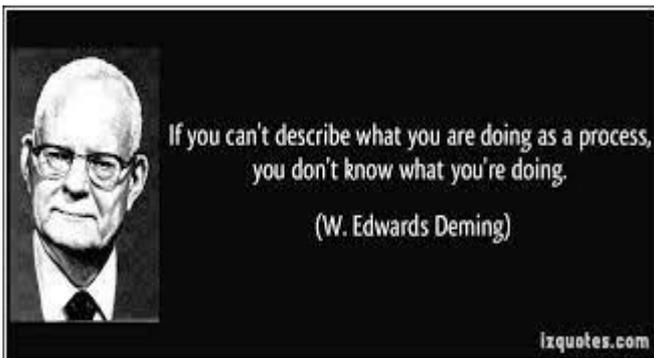# Create Systems that Work and Implement Them

Last week we focused on the importance of demonstrating key leadership skills such as communication, empathy and motivation. Continuing our formula for success, this week we focus on the importance of having workable systems. Systems are what help ordinary people achieve extraordinary results.

Skill Set/Systems + Mindset + Team Purpose/Identity + Action = Success

Effective leaders capture and master the most efficient and successful ways of completing routine tasks. The value of a SYSTEM is that it Saves You Stress Time Energy and Money. Systems provide consistency for employees and for clients so everyone knows what to expect and they should be as simple as possible.

If you can't describe what you are doing as a process, you don't know what you're doing.

(W. Edwards Deming)

One of the challenges for many major organisations is that the pace of change is so fast, they do not always have appropriate, responsive systems and standard operating procedures (SOPs) in place to deal with everyday tasks. Where these do exist, not all staff have been trained in their use and they have not been routinely implemented. This has been a particular challenge during current restrictions which has impacted on induction training for new staff.

Although this quote was designed to promote better understanding of children with autism, it seems to fit here as a leadership goal.

As leaders we must take time to ensure each member of staff is familiar with the policies they need for their role and understand the systems for implementing them. Ensuring close links between professional staff and business support colleagues can often be key to ensuring better systems for everything from arranging staff rotas, digital filing, booking meetings and generally improving communication systems.

When little people are overwhelmed by big emotions, it's our job to share our calm, not to join their chaos.

#MYAUTISM

At a personal level, life is easier if we create systems for success - starting with some daily disciplines.

- One of the most commonly reported, effective strategies for being more systematic and more effective is to start the day early, set realistic outcomes and prioritise tasks, delegating whenever possible.
- Others report they avoid being overwhelmed by emails because they have a system for managing them, dealing immediately with anything that is urgent and important, delegating tasks

appropriately, flagging items that are only for information and training subordinates and colleagues not to routinely copy them into emails that do not need their attention.

- One of the biggest reported time wasters is managers being too readily available to their staff. This not only distracts them from their own agenda, but it also creates dependency in staff. Save hours every day by implementing a system for booking even short telephone calls and by blocking times in your diary when you cannot be interrupted.

Change management expert Hugh Hilton advises, regardless of what business we are in, we have to keep asking three essential questions.

Order and simplification are the first steps toward the mastery of a subject.

Thomas Mann

- How can it be done better?
- How can it be done faster?
- How can it be done more efficiently?

All without compromising on quality.
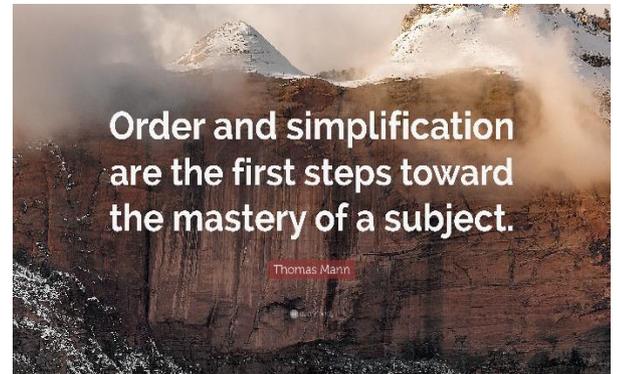
The answer is almost inevitably - create a system that works and implement it!!

For more information on leadership skills please visit my website at www.lynnepeyton.com/core