

## Alpha Business Coaching Newsletter

# Turning Frustration into Delegation

### Dear Small Business Owner:

Do you get frustrated about things that seem to continually go wrong in your business? Do you feel like some disruptive patterns just keep repeating themselves? Because frustrating situations at work can often have an emotional charge to them, they can lead to additional feelings of confusion and anger. This often leads to unproductive finger-pointing in an organization.

We all experience these types of situations, both big and small. Wouldn't it be better to deal with frustrations in a way that eliminates them and also tries to prevent their reoccurrence? In this newsletter, I'll talk about an effective way to break this pattern.

1. First, explore the big picture. What is the impact this frustration is having on your business? Quantify this impact. If it's costing you significant time or dollars, it needs to be dealt with immediately. See step 2.
2. Second, identify the underlying causes of the frustration by observing the frustration objectively. Walk step-by-step through the sequence of events until you're able to dissect what's really going on when the frustration happens.
3. Thirdly, avoid blaming people. Instead, focus on the systems that probably aren't in place to prevent this. Generally, your employees are trying to be effective on the job. They just haven't been required to implement a step-by-step process that eliminates memory lapses!
4. Finally, put a written process in place that is required for this step of the job. Make sure this checklist is filled out every time the situation happens. Make completion of this checklist part of people's performance review. If poor reviews mean lower pay, you will have their attention.



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If you're an owner saying in your head that you don't have time to put systems in place, this is a key indicator that your employees and customers come to YOU too much for all the answers. Do all the customers call you instead of your lead manager? You need to select items to delegate, and include a checklist so the employee knows the process you want followed. Remember, " let go so others can grow!"

Systems will provide your business with predictable, consistent results. You can probably identify areas that can be improved with system implementation right away. If you need help implementing this, give us a call.

Sincerely,

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