



CHOW TIME

Challenging Our
WORKFORCE

Challenging Our Workforce (CHOW) Time events focus on bringing in a speaker from outside of our community to talk about how their organization does business & ultimately help us improve! On 24 MARCH 2016 (b)(4), (b)(6) came in to talk to SOCOM staff members. Here's some key points from (b)(6) talk...

REAL TIME DATA

(b)(6) approach to business is centered around data...and ensuring that (b)(6) has constant access to the real time data (b)(6) to make smart decisions.

More data points = more points of opportunity.



3 TYPES OF PEOPLE

you work with

- 1) BELIEVERS:** People who try—are often “quiet” because they are busy working
- 2) EEYORES:** Cynics who always find a reason that it won't work (distractions!)
- 3) KINGS/QUEENS:** Eager to be offended—the smallest and “loudest” group

“Shake the trees” by implementing change, and see who lands where....



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STEPS TO LEADING A SUCCESSFUL ORGANIZATION

In addition to (b)(6) data-based decisions, (b)(6) uses these steps to run an efficient company:

- 1. Define the North Star:** Give staff clear, measurable objectives for success
- 2. Focus on the Foundation:** Divide staff into defined swim lanes, with empowered leaders for each one and measures for accountability
- 3. Get Low:** Limit layers of bureaucracy for Easy access to & communication with all employees...no more than 2 layers of mgmt between CTO and lowest level
- 4. Transform the Eeyores:** If your staff feels impactful, Eeyores can turn into Believers...but if they don't, Believers can become Eeyores
- 5. Religion vs. Candles:** Rather than converting an entire staff into a specific belief system (for a process, tool, etc.), find something that is common to all to use as a bonding mechanism...similar to how all religions need candles
- 6. Leadership Team Members:** The Dreamers look at the big picture, the Debators poke holes in the vision, and the Executors run the playbook to make the vision real...all are needed for execution, but timing them right is key
- 7. Be infamous:** Driving for change leaves scorched earth...you must find the balance between scorching earth, results, and pushing the envelope
- 8. Free trapped capacity:** Don't waste staff time; use them for their real talents



Connect with (b)(6)

(b)(6)



WORKFORCE CHALLENGE:

Determine and track what data points your office can use to define success....and don't be an Eeyore!!

