

## Reaching the status of “Easy Go Lucky Leader”

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### Abstract

Taking initiative is essentially assuming the risk of a possible failure. While doing so, you put yourself out there and things don't always go as planned. But the alternative to this is choosing to be in active, which will force you get out of the competition in the corporate world.

If you are a leader, it's important that members of your team make the right choice between doing nothing and doing something. For a healthy, forward-looking operation, they should want choose action – and this begins with the encouragement of a proactive leader, who should be “SMART”

{Specific, Measureable, Achievable, Realistic and Time bound}

Typically in any canteen of an organization, the talk among managers will be “ Too much Stress, Fed up, not able to control the team etc.”. In the dynamic world, managing a team successfully in any organization becomes a tough task not because of the individual is not skilled or inexperienced, but because of lack of focus and unorganized data.

The expectations from the management are growing every day to meet the target or objective with QCD approach (Quality Cost and Delivery on Time) and it becomes a stress for a good percentage of managers. The reason, in majority of the cases we do not spend time on organizing and updating the basics facts about the Four walls of the business namely “ People, Process, Customer and Technology “ and we take it for granted. This leads to last minute rush, confusion, and ineffective communication to the Supervisor.

The objective of this article is to provide key factors that a manager should always watch out on daily basis in order to enhance him into a state of Transformational Manager status and set as an example for the team to follow and live “Stress Free work life “, “Easy go lucky Guy “ style with Confident career.

Here are the points to ponder and should be identified and documented.

### FOUR WALLS OF A BUSINESS

1. People
2. Process
3. Customer
4. Technology

### THREE VALUE DRIVERS

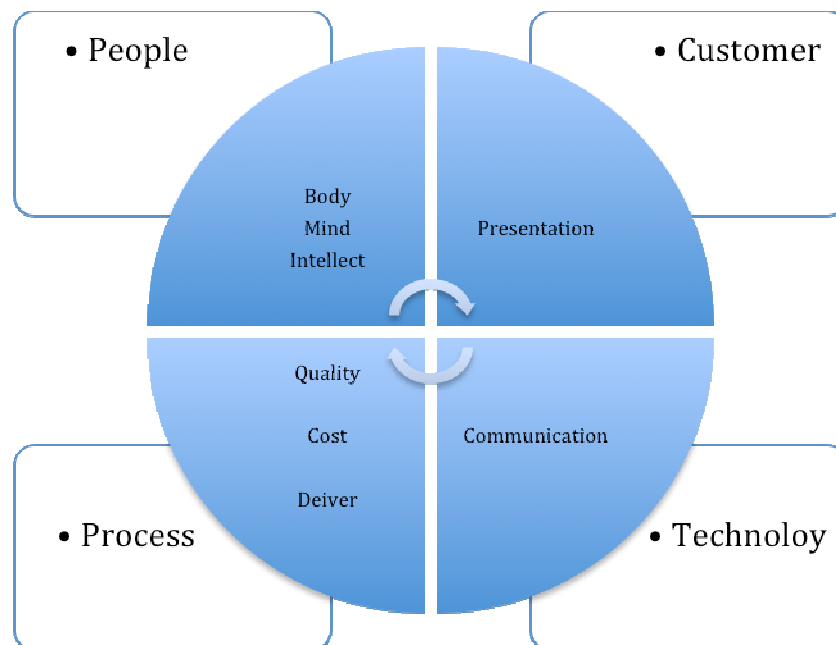
1. Quality
2. Cost
3. Deliver on Time or Delivery

### THREE ENABLERS

1. Body
2. Mind
3. Intellect

### METHOD OF DEIVERY TO MANGAEMENT

1. Effective Communication
2. Appropriate Presentation.



**Process:** It may be for manufacturing or service. Understand very well with your process flow. Write down your SIPOC (Supplier, Input, Process, Output and Customer) for the various activities in the process. Note down the **Exceptions to handle** and concentrate. Make the routine to be taken care off by the machine by way of automation or by sub-ordinates. Do not involve in each activity for the simple reason that you know the job. Make sure the basic KPI's are clear to the team and review on daily basis and provide feedback instantly.

**People:** Human Resource is expandable and it is like parachute. It will open only when we are transparent and open with it. As they say, GIGO principle (Garbage in Garbage out) is very much applicable here on the recruitment. Be very clear about the Job Description and expectations with your team. There should not be any ambiguity. Spot your Strength and Weak members in your team and appropriately use / handle. Reward the best and Fire / Divert the rest cautiously to the suitable areas with the help of HR team. Be ruthless but use the **“Skill and Will”** technique sincerely and give opportunity to the team. Giving a genuine feedback and doing an objective appraisal will help to keep the team in a healthy condition.

**Technology:** World is dynamic. Aware of what is happening in the competitive industries where we are associated. Bench marking will be a good exercise and will tell us where do we stand in the industry and is it ok or not to move to the new cutting edge technology if any come up. We should be Quick and act fast to be the leader to implement the State of the Art technology in our process or work, which will improve quality, reduce cost and will be able to deliver on time. You make aware of your management the ROI or the CBA (Cost Benefit Analysis) of the new technology and ensure that you are on the top of the technology to stay healthy in your position.

**Customer:** It is true and we need to aware that the customer is paying our salary. Customers may be internal or external. In the present world the customer needs exactly what he wants. It is our smartness to understand to deliver the product or service on time, with good quality and value for money (cost effective). Understand very well and meet the expectation at first and engage them continuously so that we can add value and entice them and keep them with us. By Positive customer engagement, we can be a Transformational manger, as we will always know what is the expectation of our customer and focus on the same continuously in our area of operation.

In the present day world, people will respect you (or rather expect you) only when you are able to have an efficient handling of the three value adding critical factors *“Quality, Cost and Delivery”* in the day-to-day operations in the company. These are to be regularly evaluated in the work that we are doing which will give way for innovation at work. This will motivate the team and you can progress. As a leader one should participate in the QCD drive and ensure that value adds are given to the management quarterly basis. It may be a simple process improvements or a *“Quick Win”*. But this habit is to be inculcated in the team. Hence, a leader has to spend time on this and this has become minimum expectation in every organization while doing performance appraisal.

**Cost:** Regular re-engineering of the process, Periodic review of our policies and procedures and Time bound Skill development for the team with mapping the Knowledge Gap in the team.

**Quality:** In pursuit of excellence in Sourcing (Men or Material) and Continuous Training and Development. Inculcate the entrepreneurial mentality in the team.

**Delivery:** Otherwise called Speed. Meeting Demand on Time and Every time. Targets should be realistic and time bound. Critical or pain areas to be identified in advance and to be planned well.

In order to be fit and healthy to perform our job, the individual self should be very sound and strong. Hence, as an Individual, we should take care of our “ BMI “ (Body, Mind and Intellect) on daily basis and have control over it, which will enable us to concentrate on our work life in an efficient and effective manner.

Our Body, Mind and Intellect need to be trained every day in order to have active living and work effectively.

- For Body – Our perception about our physical body should be very positive and should look good.
  - Physical activity like Yoga, Gym or walking depending upon your convenience.
- For Mind – Feeling light, Positive / Optimistic and quiet.
  - This is possible with the help of Daily Mediation, listening to music and singing songs / Bhajans or Hymns of God.
- For Intellect – Positive Thinking, Clear thoughts and Vision about future.
  - Relevant and appropriate reading, SWOT analysis and approach to Mentors, and Association with Knowledgeable Friends

**Communication Skills:** Understand the gap in the present communication skills and work on to improve them on daily basis. This is a little longer process and this can be achieved by constant self-analysis and living to the present on what we do with lot of patience.

**Presentation Skills:** Using appropriate presentation techniques in our professional and personal life are very important. This is possible only when we have clarity on what we do and improve our communication skills.

### **Conclusion**

There is a saying that Life is not a chance, but a choice. It will be true to every individual manager who want to have a happy work life balance and to reach the level of easy going and happy working in the work place, should take control of all the factors mentioned above and create the data in a “ Module “ for himself in an organized way and try to control the module efficiently and effectively everyday.

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