

5 ingredients to manage your systems and be a better boss.

Onboard faster, avoid tech clutter and empower your team with these 5 ingredients. Follow the directions and come back to the recipe whenever need.

Ingredients:

1. Mapped systems
2. Documentation
3. A technology library
4. Investment in learning and skill development
5. An established process for acquiring new technology



Directions

1. Map your business processes

Process maps are beneficial in multiple ways: they give you additional insight and clarity into how your business works and the customer's experience; they're an excellent resource for employees and can become a valuable asset (more on that another time).

Continue on next page...

Prerequisites: none

Investment: time

Servings: your entire team



2 cups of patience

1/2 tsp of fun

3 tbsp awesome

1 cup of kindness

season to taste



Process maps should be treated as living documents and are updated as your business grows. Employees should have access to your maps as they are an invaluable resource.

2. Develop Documentation

If your processes involve software, which they likely will, it's important to develop documentation that outlines how that software is used in your business. This doesn't mean recreating the resources the company has online. Rather, this documentation is specific to how you use it and can link out to the how-to documentation found online.

I like to use a combination of slides and screen recordings and [Loom](#) is my go-to tool for this.

3. Create a Tool Library

Your business will have a suite of technology it uses to get work done. Having a technology library will help your team know exactly which tool is used for what task. The library can also help prevent "shadow systems" within your organization by preventing team members from adopting tools in an ad-hoc way.

This library should include a link to the software, name the administrator of the tool, describe briefly what the tool is for and a link to relevant documentation. This library can be made in a spreadsheet or a doc. It doesn't need to be fancy it just needs to be clear and easily accessible. Don't forget to update!

4. Establish a process for acquiring new software

This may seem like overkill but having an established process for acquiring new software will help ensure you're choosing the right software for your business at the right time. A process will also help avoid tech clutter by avoiding shadow systems.

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5. Invest in continuous learning and skill development

The ROI on this is huge and the best part is that there's so many ways to learn online for free that this investment can simply be in the currency of time! Carving out time in the calendar for focused learning will:

- Help you (and your team) maximize the features of your tech stack so get the most bang for your buck
- Ensure you (and your team) are using the software correctly. As they say, garbage in = garbage out. Learning how to use your software correctly will help prevent garbage.
- Investing in you (and your team) helps keep the morale boosted which often leads to better employee retention.
- Learning new skills often sparks new ideas. You'll likely learn something or get an idea that will make a positive impact on your business.

6. Bonus ingredient: Maintain a mindset of curiosity and be open to change!

Technology and the way we do things is always evolving which means our businesses have to evolve with it. Staying curious and being open to change will help us adapt quicker and continue to exceed our customer's expectations.



Looking for support with your business systems? Schedule an initial consult with Margo by visiting www.margomullin.ca/contact

