

Action plans



Identifying and overhauling outdated processes

Poorly performing processes impact productivity and sap employee morale. It's frustrating to work in an inefficient way or waste time doing unnecessary admin. Improving outdated processes – the things that are done that way simply because they've always been done that way – is an essential part of business growth.

Scroll down to see what you can do with this Action Plan.

- **Effort:** High
- **Impact:** High

Actions:

Implement one-to-ones with employees to discuss pain points with your current tools or processes.

- **Impact:** Medium
- **Suggested duration:** 28 days
- **Why this will help:** Finding out which processes aren't up to scratch can identify areas for improvement. Making employee-led changes will increase buy-in too.

Choose one of the processes highlighted by employees and work backwards to figure out the root cause of the problem.

- **Impact:** Low
- **Suggested duration:** 21 days
- **Why this will help:** Issues that crop up, like losing a client because of poor customer service, are often symptoms of an underlying problem. Figuring out the root cause, such as ineffective onboarding, makes sure you choose the right process to work on.

Calculate how much time team members are spending on tasks.

- **Impact:** Medium
- **Suggested duration:** 56 days
- **Why this will help:** Knowing what time employees are investing in different tasks is a great way to spot inefficiencies. What areas look oversized or unnecessary? It also gives you a chance to free up capacity and make sure people aren't overworked.

Action plans



Speak to another business owner to find out how they deal with a similar process and any additional digital tools or training that could help.

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Learning from other leaders is a great way to broaden your perspective on how a process could work and find out what they've experimented with.

Test out a new process in your workplace for a three-month trial period and then speak to employees to find out whether it's an improvement.

- **Impact:** High
- **Suggested duration:** 84 days
- **Why this will help:** Setting a test period and getting regular employee feedback will improve your chances of getting employee buy-in on any changes.

How will I know if my Action Plan is working?

Way to measure success

Employee survey.

Why this metric?

The employees that use processes are the best judge of whether they're working effectively.

How do I start tracking?

Conduct quarterly surveys to find out whether people think they have the tools they need to do their jobs effectively. Look at the results during periods when new processes are implemented, including scores and qualitative feedback.