

## Action plan



### Learning to recognise warning signs in your business

Becoming better at predicting and recognising the signs of a growing problem is important if you want to nip issues in the bud and stop them spreading. Paying close attention to employee feedback and regularly checking in on the health of your business can help you to get ahead of problems before they start.

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

#### Actions:

#### Send surveys to employees and customers to get feedback on their experiences, particularly any frustrations had or areas in need of improvement.

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** Employees and customers engage in your business in ways that you don't. Asking for feedback regularly will highlight issues that could develop without you knowing if they aren't brought to light and addressed quickly.

#### Check that managers are taking notes about employee challenges in monthly one-to-one meetings and following up in the next meeting.

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Being able to reflect back on previous meetings gives managers better visibility of persistent problems and ensures warning signs aren't swept under the rug.

#### Delegate non-essential tasks to employees to free up time to focus on internal processes.

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Getting bogged down in day-to-day tasks can reduce the amount of oversight you're able to do. Delegating tasks will give you more time to check that key systems and processes are working properly.

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### **Perform a business health check to highlight areas that are struggling and might be prone to problems.**

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** Business health checks help evaluate the strength of critical elements of your business and are key to spotting problems before they can develop further.

### **Look at what's been most effective in helping you recognise warning signs and build it into a regular routine.**

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Whether it's customer feedback or input from managers, understanding which activities best alert you to warning signs will help you stay ahead of future issues.

### **How will I know if my action plan is working?**

#### **Way to measure success**

Business health check results.

#### **Why this metric?**

Business health checks allow you to identify areas with potential problems and measure the impact of improvements.

#### **How do I start tracking?**

Complete a business health check each quarter and compare the results to previous quarters to track where you've made the most progress.