



**SUCCESS**  
THROUGH PEOPLE

# Your Success Through People PLANNER

Hi, and welcome to your Success Through People Planner!

Savvy business owners know that effective planning is important. And most of us are pretty good when it comes to developing and keeping on top of overall business/operational plans plus more specific plans such as those relating to marketing/business development, finances and our product/service offerings.

One area of planning that in our experience many small to medium business owners and managers struggle with, or dare we say it ignore altogether, relates to the management of people. Yet managing the team effectively is critical to business success, so just as it's important that you make marketing, financial and other plans, so you need to make plans to ensure the way you manage your people also contributes to your success!

**Asking yourself some key questions is a good place to start. For example:**

- Do we have the “people power” needed to deliver on our plans and strategies for the coming year? Do we have the right people, in the right positions, doing the right things? If not, do we need to consider the structure, roles and responsibilities of the team, or do we need to further develop our team or recruit some new team members with specific capabilities in order to deliver on our plans?
- Do all team members really understand what's expected of them – in terms of both WHAT we need them to do and HOW we need them to do it?
- Are there mechanisms in place to regularly and effectively hold people accountable for their performance?
- Is the current team engaged and working well together, or are there opportunities to improve things?

**Just imagine for a moment the potential value of thinking these questions through, then planning and taking actions to improve people-management practices in your business:**

- More time for you to focus on building the business you've dreamed of
- More time for you to devote to your family and other interests (we haven't met too many small business owners who started their own business because they wanted to work 12 hours + per day!)
- Less hassle and less risk associated with sorting out the people-stuff in your business
- Better productivity, improved performance, increased profit (hey, who doesn't want that!?)
- More satisfied employees and, perhaps even more importantly, more satisfied business owners! (you've taken the plunge, taken on the risk and made the investment to create the business after all, you deserve to be satisfied as well!).

**Your Success Through People Planner** utilises our exclusive model to help you think through the critical questions and establish a **Success Through People Action Plan** to enable you and your business to achieve even greater success – so let's get started!

**Greg Mitchell and Margot Gallagher**  
Your Success Through People Partners

# Using your Success Through People Planner:

**1** Review your **Success Through People Scorecard Report** (if you're not sure what we're on about, check out <https://scorecard.successthroughpeople.com.au>) and/or the results of your **Success Through People Team Survey** (check our website for details), to consider how your business is presently performing in relation to the 8 elements of the Success Through People® Model.

*Which elements does the business currently have well-covered?*

*Which elements need to be fine-tuned?*

*Are there any elements that need considerable improvement?*

**2** Having considered the information available to you, categorise each of the 8 elements of the model in the table below:

**I think we're doing pretty well in terms of these elements:**

_____
_____
_____

**These elements might need some fine-tuning:**

_____
_____
_____

**These elements definitely need work:**

_____
_____
_____

**3** Review the tips and tools in each section of your **Success Through People Scorecard Report**, and/or your **Success Through People Team Survey** results then use the Success Through People Action Plan document (below) to list and prioritise strategies you can implement to improve your business.

### Keep in mind that:

- the information in your Success Through People Scorecard Report, and/or your Success Through People Team Survey Report identifies a number of strategies that we commonly find work well. The strategies suggested are not exhaustive, so feel free to think beyond the information provided.
- it's generally better to bite off a handful of strategies and implement them well, than take on too much and find that you are not able to implement them effectively. Keep in mind if you take on a few strategies and implement them well, you can always, and should, come back and select some further strategies (that's step 5 if you're using our STP Pathway as your guide, "Review and Repeat").
- you'll get the "biggest bang for your buck" by focusing on the elements in order of priority, as per step 2 above (red elements first, then orange/amber, then green).

### Take note of the colour-coding in the table:

**Green elements** seem to be travelling OK – don't focus on these too much (but keep going!)

**Orange/amber elements** – need attention, so be sure to explore opportunities to improve these.

**Red elements** – need priority attention. These may well be holding back your business and should be the focus of your initial plan.

When determining your priority strategies and committing your plans to writing it will be important to complete all aspects of the Success Through People Action Plan document:

**WHAT you are going to do:** It could be, for example, that you're going to organise a team workshop to articulate some clear values for the business, or it could be that you are going to develop clear position descriptions for each role, or perhaps develop and implement a staff recognition process. Whatever actions you identify, be as specific as you can be and write them down.

**WHO is responsible:** While a number of the strategies you decide upon may well require input from a range of people (and just so you know, we're big believers in getting the broader team involved in many of these initiatives, so as to increase acceptance and engagement), you should designate a single person who has key responsibility for seeing the strategy through to completion. Of course, be sure to chat it through with them to get them on board.

**By WHEN it will be complete:** Every strategy within the plan needs a completion date, and provides an opportunity for you to set the priorities (keeping in mind that the elements identified as being in the red zone should have timeframes that reflect their priority).

**Remind yourself and others WHY it's important to work on this element:** Sure, you understand why it's important to do these things at the time you are planning to do them, but once you get into the thick of it all and multiple other things demand your attention as a business owner/manager/ leadership team, it becomes all too easy to forget the WHY (whether it be, for example, improved satisfaction/engagement, more time and less hassle for you, improved productivity/performance, less risk etc...).

So the "WHY" may well become an useful part of your plan moving forward – it provides a reminder of why these strategies are important and, if needed, may spur you and your team on to ensure they are completed and do in fact add the anticipated value to your business.

**4** Communicate your plan to relevant others in the business (hopefully you've been collaborating with key players on the development of the plan in any case), and determine and implement a process for ensuring the implementation of the plan stays on track. It could be, for example, that you include "Success through People Plan" as a standing agenda item for your management meetings – to review progress, hold others accountable, consider adjustments etc...., or it could be that you set dates in your calendar for quarterly reviews of the plan.

**5** Congratulate yourself on a job well done. You now have a Success Through People Action Plan after all! Effectively implemented, we're confident it will support your future business success.

And of course, if you need assistance, get in touch. We aim to be your resource, your go to point, your supporter, and your coach... to help you and your team build and sustain the business you've dreamed of and deserve.



Wishing you every success,

Greg Mitchell and Margot Gallagher

Your Success Through People Partners



# SUCCESS THROUGH PEOPLE ACTION PLAN



Business Name: \_\_\_\_\_

STP Plan Period: \_\_\_\_\_

Clear Vision, Values and Strategy		
What?	Who?	When?
Why?		

Effective Leadership		
What?	Who?	When?
Why?		

## Recruit Right

What?	Who?	When?
<b>Why?</b>		

## Set Clear Expectations

What?	Who?	When?
<b>Why?</b>		

## Ensure Accountability

What?	Who?	When?
<b>Why?</b>		

## Equip Others

What?	Who?	When?
<b>Why?</b>		

### Manage Risk

What?	Who?	When?
<b>Why?</b>		

### Value Others

What?	Who?	When?
<b>Why?</b>		