

TEAM

- Geographic vs relationship portfolio's
- Offshoring vs inhouse
- Specialist vs all-rounder - cross skill staff/work on projects outside of skill set
- Automation vs manual – what is best for your team
- Trust in team to deliver / overcome over process
- Empowerment
- Review remuneration / motivators – time vs \$
- Set accountability
- Set a short-term team goal
- Flexible working hours
- Ask and involve the team
 - Direction
 - Solution
 - Identify what can be improved
 - Culture of business
 - Accountability for plan
- Set expectations
 - Manage under performance
 - Team must agree
- Engagement survey to see where staff are at
- Increase delegation to better understand productivity/skillset
- Build team competency through shadowing/mentoring
- 360 feedback
- Psychological profiling
- Recognition of excellence – celebrating success
- Email free day
- Challenge 'old' thinking
- Offsite team building

SELF

- Take time to listen without thinking how you are going to respond
- Have someone hold you accountable
- Ask open questions

- Open to feedback - seek feedback
- Take a reflection day – invest in self improvement
- Open to delegate
- Separate work and home – work life balance – be present
- Be more curios
- Learn something new to challenge yourself
- Its OK to say NO
- Turning phone off to disconnect
- Set personal goals
- Make time to connect with peers weekly
- Ask for help – seek advice
- Celebrate success

BUSINESS

- Review strategy
- Business growth/diversification – introducing new income streams
- Outsourcing
- Marketing – try new things
- Succession planning
- Testing new markets
- Challenge the thinking/convention
- Implement automation of processes
- Targeting new customer segments
- Full utilisation of systems (ie. Mercury)
- Process review – amalgamate tasks/eliminate unnecessary tasks
- Seek feedback from external stakeholders