



Work Place: Doing What It Takes to Perfect

Employees' Functionality

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Moving our bodies from point A to point B requires the use of our two legs working together to achieve this simple task. If one or the other of the two legs does not fully support the body, or if one does not make a full and even stride, then the act can be diminished by varying degrees. The same holds true for your organization and its internal customers.

Internal customers are those other departments that work with you inside your business. For example, accounts-receivable, sales, and marketing are each other's customers. For your organization to function smoothly, people among departments must communicate clearly, organize tasks and timelines, and implement or take "action" on these tasks.

The more effective people are at serving each other, the smoother their processes will be, and they will achieve better results.

Likewise, the more efficient a person is with "leg movements," the better they will be at walking, jogging, and even running. If they take this act seriously and become expert in this area, they may even end up running faster than others, which is, of course the objective in business — outpacing the competition.

Here are suggestions on how to provide stellar internal customer service:

1. Be aware of what you think about yourself and others. Behavior follows thought. Are your thoughts helping you and building you up, or are your thoughts hurting you and making circumstances more difficult? Practice self-respectful thoughts.
2. Communicate clearly and often. Ask for clarification when you are unsure of what is said.
3. Talk face-to-face or by phone to others instead of using e-mail. The benefits of this process far outweigh the time saved by using e-mail. Too much e-mail can be a "crutch" and seriously impact the fluidity of a group of people working to achieve common goals.
4. Conduct department-to-department staff meetings so that people can ask each other for information, clarification and process refinement, etc. It's like "speed dating" for departments. For instance, gather staff from each department and give those people 10-15 minutes to ask the

other people for what they need or could provide to make the organization function more smoothly.

Prioritize these ideas, assign who will do what by when, and then monitor in thirty days to determine results and make adjustments. In fewer than 60 minutes, the people in both departments will have gathered tons of precise information and a new outlook on their colleagues.

5. Talk about the white elephant in the corner that everyone knows about and talks about in their "cliques" but doesn't address directly.

These major stumbling block topics are the "real problems" that keep companies from running faster than they currently do and could if they learned to overcome them.

Everyone knows about these white elephant topics and people, so the quicker these topics are brought to the table the quicker the organization can find solutions to them and move forward. I am not saying this process is going to be fun.

To the contrary, it's often very difficult. But like surgery, everyone is much healthier after the fact and the business and people within it will fly once this ball and chain topic isn't keeping it grounded.

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