

Excellence. NO EXCUSES!

Excerpt:

**MBWA
AND OTHER
POWERFUL
RITUALS**

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“Must Do” Top-of-the-Morning Rituals

I launched the day with a few quick starter-to-dos for bosses. They were vigorously retweeted, so I decided to post them here. FYI:

MBWA. (Managing By Wandering Around.)

NOW.

PLEASE.

Take someone in another function to lunch. **TODAY. DAMN IT.**

Thank someone for bringing a **SMILE**

to work today. Do it in the next ... **30 MINUTES.**

Boss: Observe yourself closely over the next 60 MINUTES. Did you LISTEN more than you talked?

At the beginning of your next meeting **THANK** two people for ... **SOMETHING.**

THANK YOU for reading these tweets. Have a great day.

Monday/Tomorrow/Courtesy NFL/National Football

League: “Script”

your first 5-10

“plays.”

**(I.e., carefully launch
the day/week in a *purposeful* fashion.)**

Every Day: To Your Health!

I've been studying back/neck pain (after a car crash). There are millions w/ major chronic pain. They can be fabulous workers ... but don't be surprised if they're not always smiling.

Software/etc. folks with lots of already stooped 26-yr-olds:

(1) Get the ergonomics right.

(2) Insist on hourly breaks.

You see supple/26—but may well be cripple/46.

Hypothesis: **Demand hourly break/2 minutes: Lose 3% productivity. Offset by PLUS 15% productivity/creativity/collaboration the other 58 minutes.**

Close-the-Week/Friday Rituals

Have you prepped for your first meeting with your team today with the same care you'd put into a presentation to your boss? THIS is MORE important!

Bosses: *The first ten minutes set the tone for the day. PERIOD.*

Bosses/Repeat: MBWA for the first 15-30 minutes after arrival at the office.

Bosses: MBWA, last 15-30 minutes of the day/Friday. Thank a minimum of THREE people for something they did this week.

Bosses: Take someone new and different to lunch today.

Bosses: Re MBWA, saying thanks a couple of times, etc., how about a "daily rituals" list carried in your pocket to remind you of this stuff?

Bosses: How about a promise to yourself not to email/text/etc. any of your team this weekend?

Bosses: Like my old White House boss, set aside a half hour this afternoon to

CALL 3-5 "outsider" folks who gave your team a hand this week.

(WH boss) was the busiest guy I ever met, yet he did his (late-in-the-day) *"Thank you"* ritual EVERY day. And most calls were "down" to someone who'd offered a helping hand.

Lot of (my WH boss's) calls (this was the old days) were to secretaries/PAs of those above him: *His secretaries network was his secret weapon.*

Bosses/FACT: projects succeed/fail because of cooperation from OTHER functions. Find 2-3 of those "other function" folks to thank today.

Bosses/REMEMBER: *Suck DOWN for success!
(It's the efforts/energy of the network
"below" you that makes you a hero ... or a goat!)*

I wrote *In Search of Excellence* about ONE thing: **MBWA.**

MBWA: *Being in touch,
being human,
emphasizing
so-called “soft”
factors, which are in
fact true “hard”
factors that drive
success/growth/
profitability.*

MBWA **25**

“I’m always stopping by our stores ...

*at least **25** a week.*

I’m also in other places: Home Depot, Whole Foods, Crate & Barrel. I try to be a sponge to pick up as much as I can.”

—Howard Schultz, Starbucks

MBWA 4-8-12

MBWA 4: The four most important words in any organization are ...

“WHAT DO YOU THINK?”

Source: Dave Wheeler, posted at tompeters.com

MBWA 8: Change the World with 8 Words ...

**What do you think?
How can I help?***

*Boss as CHRO/Chief Hurdle Removal Officer

MBWA 12: Change the World with 12 Words ...

**What do you think?
How can I help?
What have you learned?***

*What (new thing) have you learned (in the last 24 hours)?