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.)
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.*
“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: 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)?