

TRAAEN'S TIPS

COMMON PURPOSE: UNITY OF EFFORT, UNITY OF THOUGHT



COMMUNICATION

- Keep the chain of command informed.
- Don't depend on technology to communicate...nothing takes the place of face-to-face communication. Face-to-face communication takes the guessing out of the game.
- Deliver the bad news as well as the good.
- Keep me informed of what you're doing...particularly on the things I've asked about.
- Don't assume that I know what you're doing.
- Shoot straight from the hip and don't sugar-coat it.
- Be transparent... don't work a hidden agenda.

CUSTOMER SERVICE

- Know who your customer is, and what their business is. Provide what they want when they want it. Remember, there are internal and external customers.
- Find legal ways to provide unparalleled support to your customer.
- Your customer can go anywhere to get the service you provide. Make sure you become the provider of choice.
- Think out of the box...be creative.

PROCESSES AND WORK ETHIC

- Get today's work done today. Leaving something for tomorrow will double your workload.
- Information is power...be informed.
- Keep it simple...stress fundamentals.
- Work in the future, not in the past. Understand why an occurrence happened, but not after it's water under the bridge.
- You own the processes; you need to understand them better than anyone.
- Fix the problem at its core, Band-Aids don't stick in our business.

ANALYSIS

- Don't be a reporter.
- Base your decisions on metrics...make sure you are measuring the correct thing.
- The answer is never...“its always been that way.”
- Look at small problems as indicators of larger issues...if it looks wrong, feels wrong, or smells wrong, it probably is wrong. Be alert and aggressive.
- You should never be the last to know!

LEADERSHIP

- Lead by example.
- Manage By Wandering Around (MBWA), read email and message traffic on your own time.
- Your people are watching you – set the example.
- Make the hard call, that's what you get paid for.
- Don't ask someone to do something that you wouldn't do yourself.

THE NEW BOSS

- A new boss will bring with them new ideas and operate in a manner that has been successful for them. This doesn't mean that what you are doing is wrong. Different is just different.
- Safety needs to be the number one priority.

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