



ODA/Management Review

Installing

A NOTE FROM JOEL

October 2021

Last month we introduced a management tool which we use with our clients. "Closing the Loop" is a catch phrase which describes management behavior that leads to continuous improvement. We used employee training as an example. The steps we listed were a series of open ended questions to get us started.

Let's pick an example to demonstrate the process.

Our first step is to talk with the employee.

What jobs have you done? Pick one.

What was your experience in the job performed?

What training did you receive in that task?

How did you feel doing that job?

Were you able to teach others on that process? How did that go?

I have some other tasks in mind, how would you like to try a new one?

Here's how it would go. We will pair you up with one of our experts at the job. He will show you the ropes and help you along. You will get feedback from him and I will check in to see your progress.

How does that sound to you?

See the steps?

Ask open ended questions

Make a plan

Follow up with measurements

At each one of these steps think about the benefits to you and your team.

Next time we will look at this from your employee's perspective.

Regards,

Joel



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