

THE TRADIE SHOW

How To 'Get Off The Tools'
By Developing Business
Systems In 5 Easy Steps

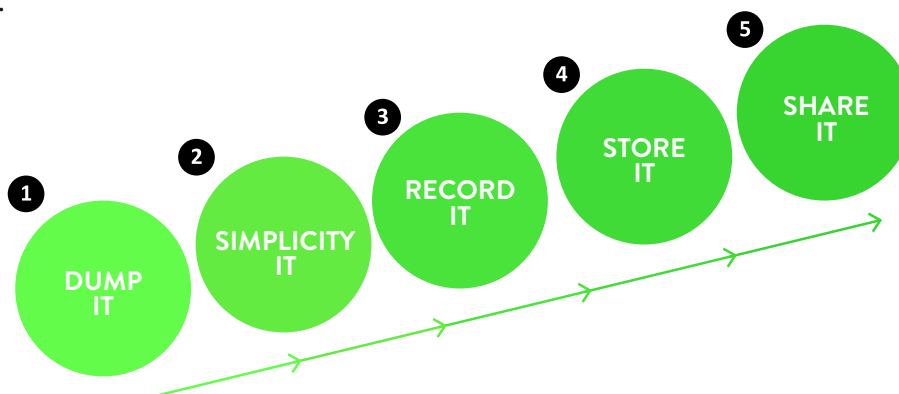


How to ‘Get Off The Tools’ by Developing Business Systems in 5 Easy Steps

Systems stipulate the steps to take when performing certain tasks in your business. They are beneficial to both you and your employees. The benefits of systems are:

- They teach your employees to look for solutions themselves instead of always going to you for their answers – helps eliminate silly questions
- Help prevent double handling
- Help prevent errors
- Help ensure that everyone is doing everything using the same methods
- Same service for customers from start to finish
- Every employee that comes on board is trained the same way
- Streamlined business
- Increased productivity and efficiency in the business
- Can sell your business in the future because all the business information is not just stored in your head
- The only time something can go wrong in the business is when someone doesn't follow the systems and you can hold them accountable for what they did because they know the systems are there to be followed
- Means employees are holding all the information for their role so if they leave or if someone is sick it isn't as hard to replace them or to get someone to cover their role.

5 Steps to Easy Business Systems – these steps explain the easiest way to develop your systems for your business.



STEP 1: Dump It

Get all the information out of your head and written down.

- Look at what activities you do in a day, week or month and make a list.
- Then go through and pick the systems that you want to build first.
- If you have staff then talk with them to see what they do in the day so you don't forget anything

Examples of systems you might develop

- The process of starting the day e.g. 1) turn on computer 2) check Tradies are on site 3) check emails etc.
- How to book a job

Tools you could use to brainstorm

- Free Mind

STEP 2: Simplify It

Example – An Eftpos machine

What is a _____?.

- Eftpos machine

Why do we use _____ for ?

- We use an Eftpos machine because we need to collect money from customers at the end of a job, every single time.

When do we do this _____?

- At the end of a job

Who performs this task?

- Tradesmen out in the field

Login details for_____?

- Provide any login details needed for the Eftpos machine e.g. for refunds

How do we _____? (training video)

- a training video of how to use the Eftpos machine

Summary of steps

- Build step-by-step systemised instructions on paper and

Additional comments.....?

- Additional comments e.g. instructions such as for what to do if you make a mistake with the Eftpos machine

With your team you can write the steps on post-it notes stuck on a whiteboard or wall so you can move them around and map out step-by-step exactly how a particular task needs to be done.

Once you have confirmed and agreed on the correct steps with your staff members you can make them into an easy to follow, one page flowchart.

STEP 3: Record It

Sometimes the systems on paper are not enough and you need a recorded video instruction.

Ideas for video recording

- Do a screen recording of your computer screen when performing a computer based task
- If necessary, use a microphone when doing screen recordings then explain what you are doing
- Get someone to video you performing a task
- Video yourself doing a task - Simply use an iPhone and a 'selfie stick' to make your recording
- Edit your videos using PC Windows Movie Maker or Mac iMovie
- If you don't want to edit your video yourself upload it to Google Drive or DropBox and get someone else to edit it for you.

STEP 4: Store It

You need to store your videos online so your employees can easily access them. Places you could save them to include:

- Screencast
- Amazon S3
- Vimeo/Wistia

STEP 5: Share It

- Embed the videos and one page flowcharts that you have uploaded online into Google Sites so that all the systems are in one location
- Upload the systems to any devices that your employees have e.g. upload systems to the shared drive of office staff and to the iPads of your tradesmen.

What's next?

You're the one wearing the heavy load of responsibility — and suffering major stress.

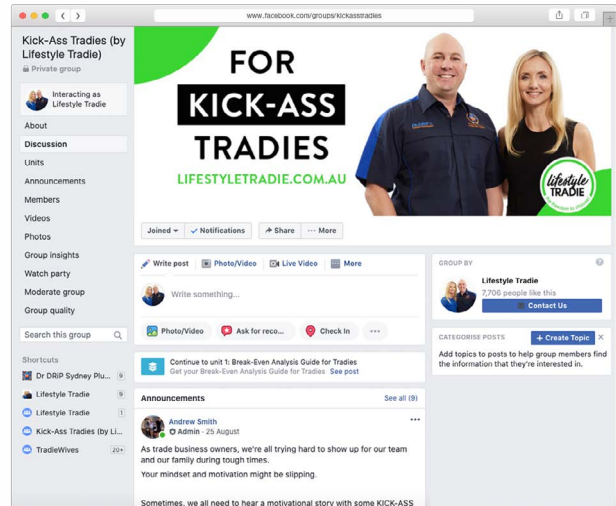
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