



POWER ON PRINCIPLES

When the doors open...when the first guest arrives...when the lights go up... how do you make sure that you and your team are powered on?

Answer?

You implement and activate each of the 100 proven and successful **POWER ON Principles**.

In this issue -

Principle #23 - People Performance Reviews

#23 - People Performance Review

Winter is upon us... time to **re-think and re-charge** your people!

Unless you are in the ski business, most of you are looking forward to some 'less stressful' months coming up! For many of you, fall and winter is a time to rest and relax and catch up on the hundreds of little details that didn't get completed during the busy summer.

But before you slip off to Margaritaville, there is one project you could accomplish this winter that will make next season the best ever!

Take the time to complete your **People Performance Review!**

A People Performance Review, affectionately known as a PPR, will review, rethink and if necessary, recreate your 'people strategy' to ensure that your business is as successful as possible.

So, one day this winter, put on your shorts and sunscreen and grab some form of blended drink – then head into the office and

POWER TIP

Is your favourite hockey team made up of all goal scorers, or all goalies? Of course not! We all have our strengths and weaknesses, and when we assign responsibilities to our staff it is much more effective to align our people with their strengths, than to give them a task or responsibility that exposes their weakness. Some managers love to do budgets but think 'training' is a hobby you do in your basement. Others will make your customers smile all the way to your bankruptcy. Make a list of your managers and their strengths and weaknesses. Better yet, ask them to tell you! Then together develop specific strategies to help them promote their strengths to become a more powerful leader.

For information about our coaching programs, call us at 604-986-1824

GET POWERED ON

Upcoming Cronk presentations include –

November 18 & 20
NGCOA Canada Conference
Quebec, QC

December 1 & 2
European Golf Owners Assoc.
London, England

February 8
NGCOA US Conference
Orlando, FL

To have James to speak at your next event,

complete your PPR by looking at the following key areas -

Power On

Do your people have a clear vision of what your business is about, who are your customers, what do they want and how they as employees can help the business succeed – both in the quality of the customer experience and in achieving fiscal objectives?

Power Tools

Have you provided your team members with the necessary tools to deliver powerful performances? Do they have job descriptions, regular and effective evaluations, clear incentives and rewards? Most importantly, is there an effective system for them to share their ideas and concerns in a trusting and empowering environment?

Power Up or Power Out

If you have powered on your team with a clear vision, and also provided them with the necessary power tools to be successful, but you are still not happy with the results, it might be time to make some personnel changes. It's no fun, it can be costly, and no one likes to do it... (well, I did meet this one guy)... but there comes a time when some people need to be 'moved on'. Your business will only be as successful as the people running it, and more importantly, your front line staff and the experience they provide the customer is a direct reflection of the training, leadership and mentoring they receive from their manager! Now is the time to make sure the people you want to come back are invited, and the people you don't want back are given plenty of notice to find new employment next spring.

And finally...

Power Play

Do your people have fun? Truly laugh out loud, love to come to work, promote your business to their thousands of Facebook friends' kind of fun? If so, what are you doing right and how do you do more of it? If not, what are ways that you can get your people so powered up that calling in sick to play hooky is never an option?

By completing a PPR this winter you will begin the process of greatly enhancing your people and the service and experience that they give to your customers.

Need Help?

If you need help defining or implementing a PPR, give us a call. We will help you power your people and we guarantee your return on investment within twelve months.

call us at 604-986-1824

CRONK GROUP PARTNERS

Sometimes we all can use expert advice from our peers, so to help best serve our clients we offer a collection of dedicated and talented individuals and companies who are experts in their fields. For our clients there are no mandatory requirements, minimums or referral fees. Our partners are there if you need them - your choice. They provide outstanding service and pricing to CRONK GROUP clients, and they are fully dedicated to helping you and your team become as powerful, and as profitable, as possible!

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[Generator](#) is an alliance of North America based professionals that excel in resort and urban real estate project development, marketing and sales.



[Kymera Management Group](#) is a management consulting firm that advises top management of growing companies on issues of strategy, management, sales, marketing, human resources, operations and implementation. Clients include GolfBC, Happy Planet and Robeez Footwear.



[Karo](#) is a branding agency unique among its North American competitors. Creative ideas follow - and are built upon - strategic business insight, ensuring that the integration of advertising, communications, environments and



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