



The SADE Operational Model

7 Leader Principles

1. Team's **IMPROVEMENT** requires vision, goal, team alignment, and skill development if it is going to be sustained.

Smart managers create solutions that integrates managers, supervisors key experts, process, performance levels, and training.

2. The use of a **MODEL** works to gets people to integrate, aligned and ready to execute.

We often spend much time coping with operational problems that we forget why we want to reach a successful customer service outcome in the first place. A good model always anchors on the end result.

3. A **GOAL** is the anchor of the plan.

Without a clear goal your team will fail. Do not just slap on a goal and move to something else. If you do not create a plan around it, include your team, and train your employees – it will result in failure.

4. A **STRATEGY** success depends on the actions employees takes to reach a successful outcome.

Your employee's daily tasks and actions should be tied directly to complete the strategy on hand.

5. The **DEVELOPMENT** of your team members is directly linked to the success of your business.

Identify skill gaps where employees lack the skills they need to be successful and create practical training activities to make it training effective.

6. Performance problems will not get resolved fixing external issues. The solution sits internally within your team's ability to **EXECUTE**.

Do not fall in the trap of not developing your employees. It is pretty common for managers to not train and develop employees to get better at what they do.

7. The success of your **EXECUTION** can be predicted by the expectations of the quality of work.

Don't compromise your execution. Set unwavering expectations for your execution: not just process success but sustained value creation through training and development of key employees.