



## 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.*