



# Stop Losing Sales

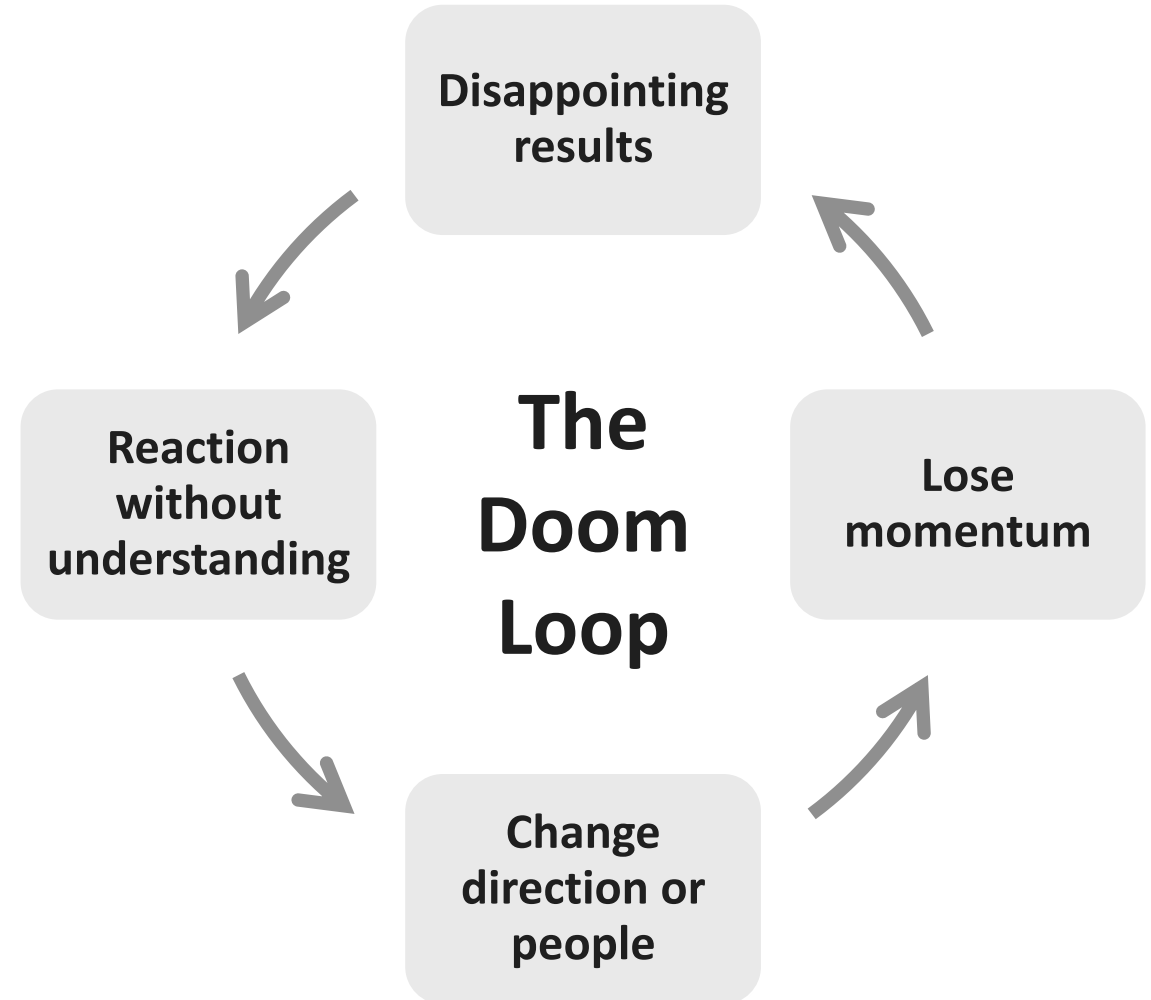
AZ Business Boot Camp – Recover Stronger

Tiffany Harris & Matt Robinson

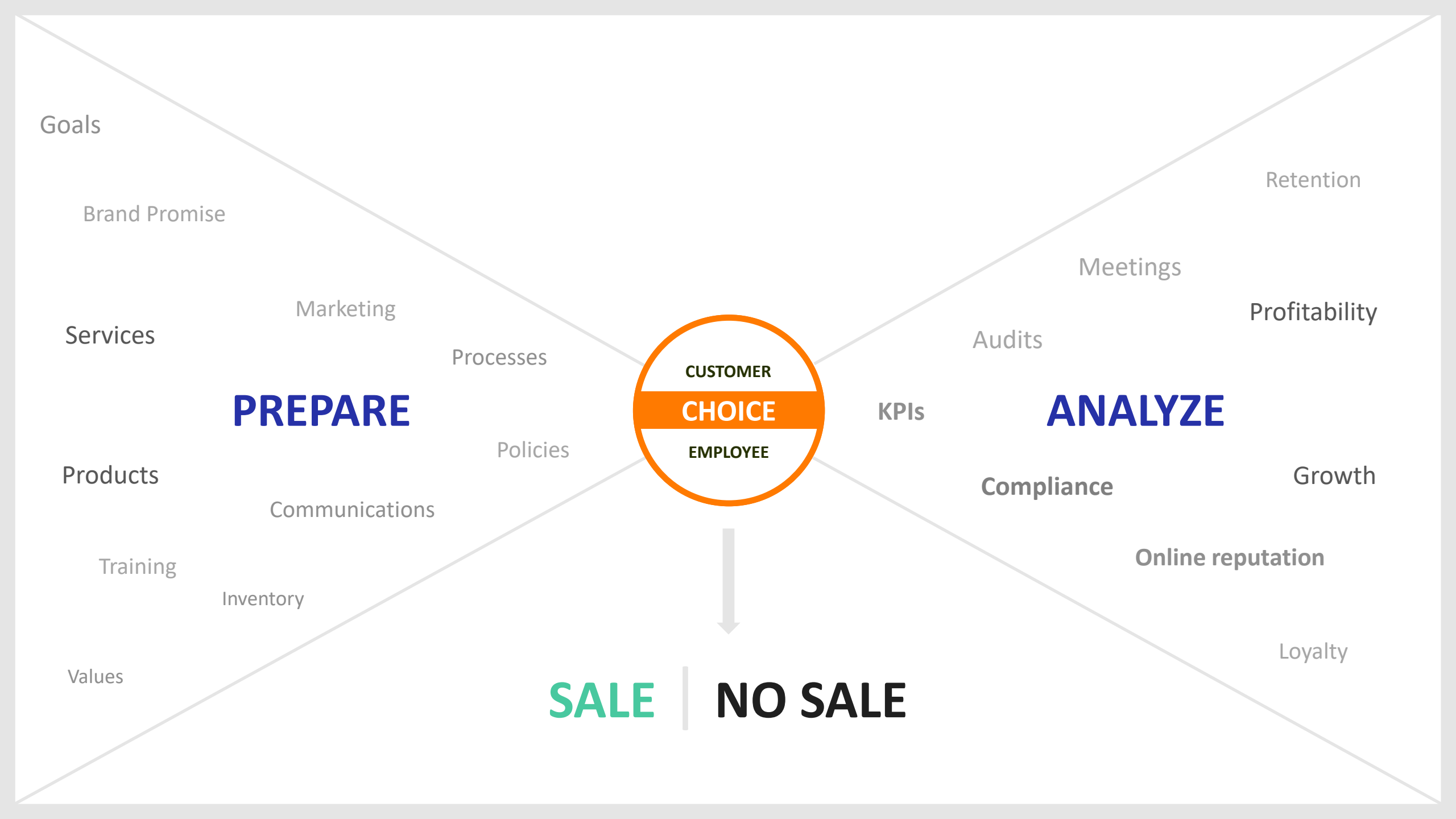


# Top Challenges

- ❖ Inconsistent sales/results
- ❖ Finding/keeping good employees
- ❖ Getting new customers
- ❖ Reducing risk/liability



Jim Collins,  
Good to Great



Goals

Brand Promise

Services

Marketing

**PREPARE**

Products

Processes

Policies

Training

Communications

Values

Inventory

CUSTOMER

**CHOICE**

EMPLOYEE

KPIs

Audits

**ANALYZE**

Compliance

Online reputation

Loyalty

Retention

Profitability

Meetings

Growth

**SALE**

**NO SALE**

**EMPLOYEE**

**CHOICE**

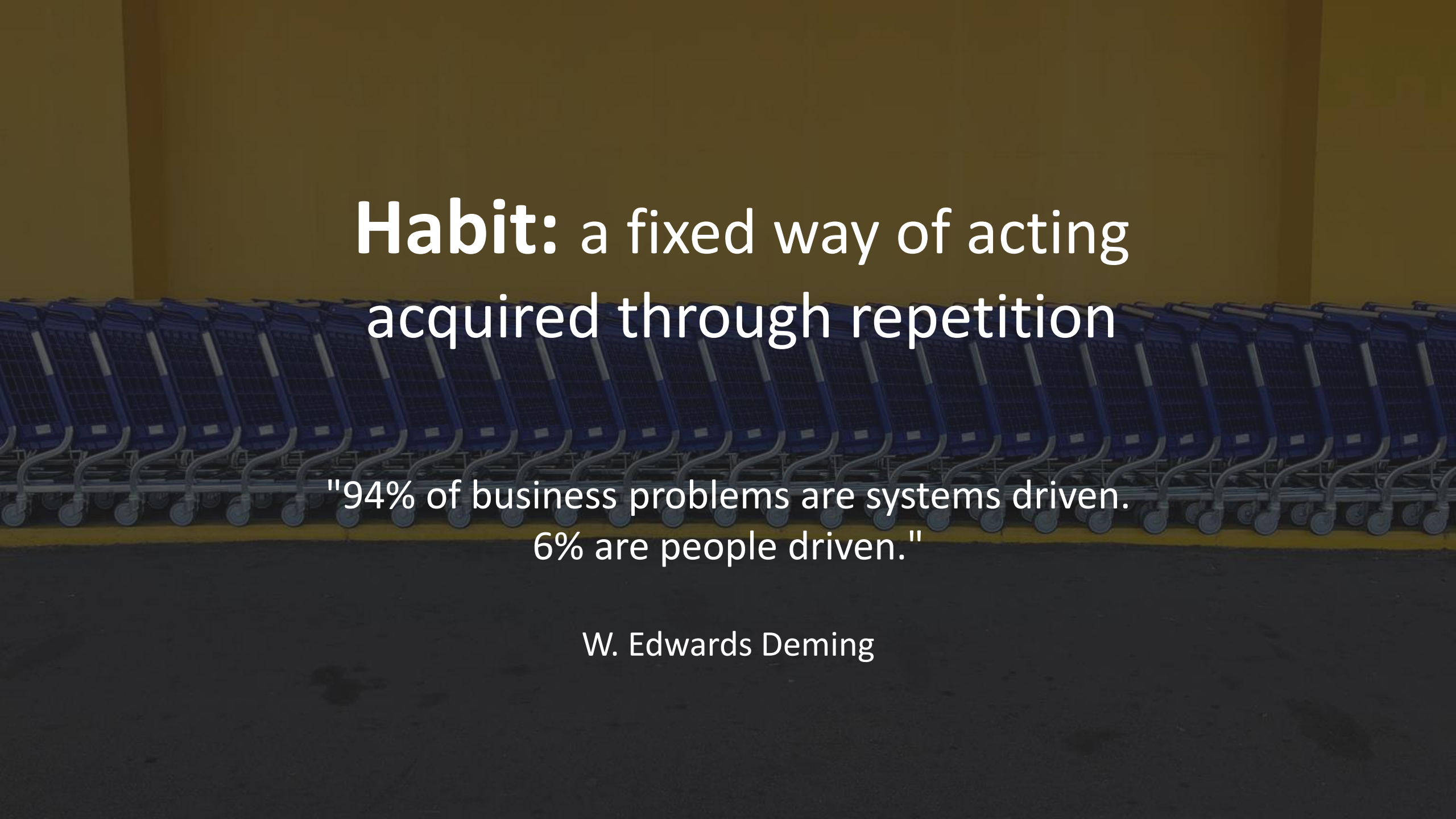
**CUSTOMER**

# EMPLOYEE

30%  
Everything else

70%  
Manager Feedback

CUSTOMER

A row of blue shopping carts is parked in a store aisle. The carts are arranged in a neat line, and the background is a plain, light-colored wall. The lighting is somewhat dim, creating a slightly somber atmosphere.

**Habit:** a fixed way of acting  
acquired through repetition

"94% of business problems are systems driven.  
6% are people driven."

W. Edwards Deming

# High-Performance HABITS

**Your  
Expectations**



**Non-negotiable  
Standards**

**Processes &  
Procedures**

**Customer  
Experience**

**CLARITY**



**COACHING**



**Focus on behaviors**

**Align management systems**

**BE CONSISTENT**

**Your  
Results**



**Consistent  
Performance**

**Reduced  
Turnover**

**Improved  
Profitability**

# True Coaching

How the best leaders get results

Specific

Observe & coach on actions, not just numbers.

Balanced

Recognition makes people receptive to correction.

Real-time

Feedback loses impact after 24 hours.

Documented

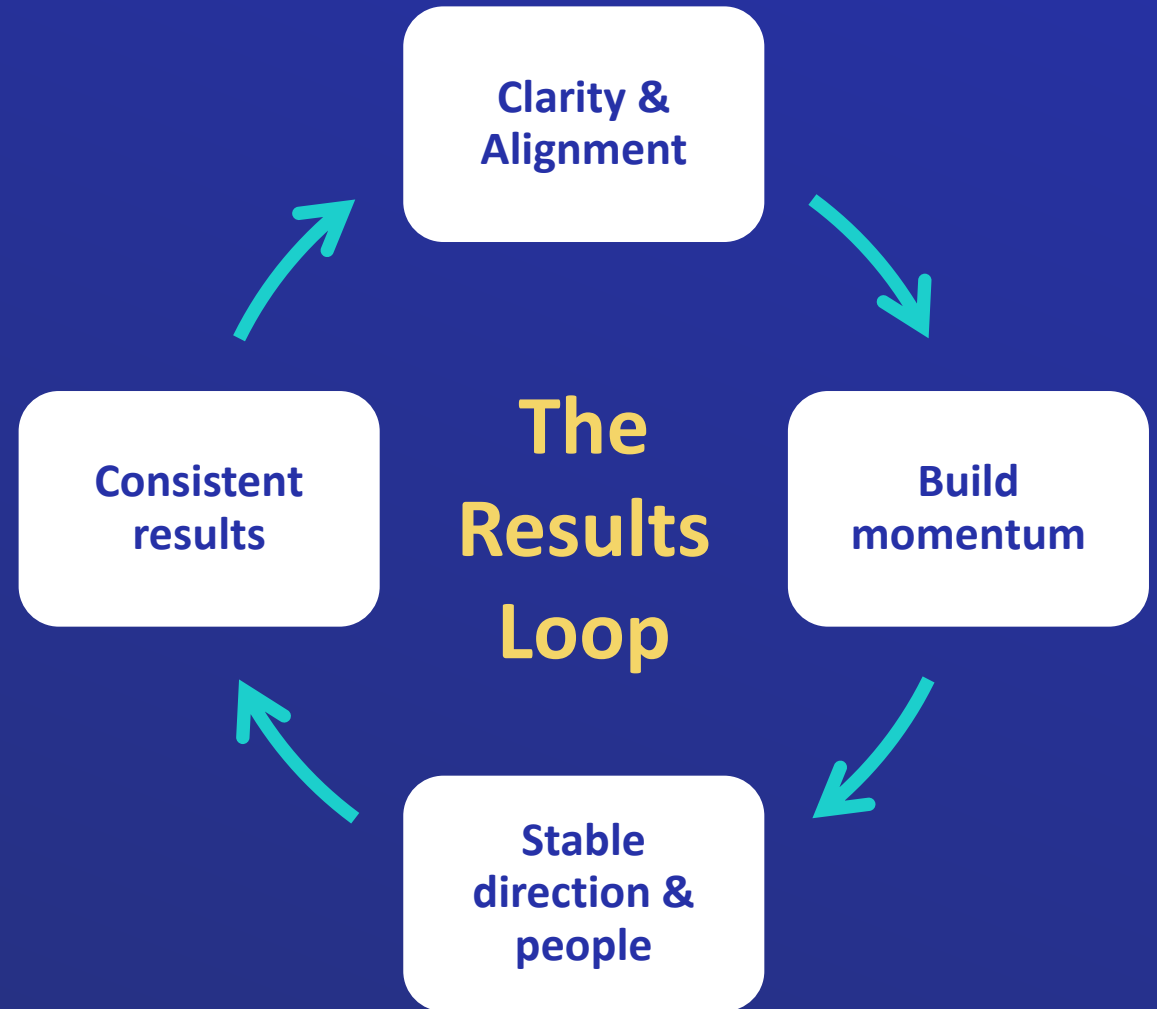
If it isn't documented, it didn't happen...so nobody is accountable.

Continuous

Give feedback daily so your team "wins" more moments.



**(-\$5,800)**





Build good habits.

Win more moments.

[www.upfrontworks.com](http://www.upfrontworks.com)

