



RESPOND → PLAN → RETURN STRONGER



TRACTION POINT

How to Really Solve the Issues Your Business is Facing

PRESENTED BY
Chris Spear



In a World Filled With Issues...



TRACTION POINT











TRACTION POINT



**WING
IT
AND
PRETEND
IT'S A PLAN**



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We waited
30 min
NO SERVICE



TRACTION POINT



LOW EMPLOYEE ENGAGEMENT

29%

Engaged

52%

Not Engaged

19%

Actively
Disengaged



Loyal and psychologically committed. More productive; higher retention.

Productive, but they are not psychologically connected to their company. They miss more workdays; more likely to leave.

Physically present, but psychologically absent. They are unhappy and insist on sharing this unhappiness with others.



TRACTION POINT

In a World Filled With Issues ...

LEADERS WANTED!



TRACTION POINT

What Do Great Leaders Do?

*Lead their team
to bigger
and better things!*



TRACTION POINT

How Do Great Leaders Do This?

Break through any barrier...

Capture any opportunity...

Share any idea...



TRACTION POINT

How Do Great Leaders Do This?

*... that gets the team
to **Bigger and Better!***



TRACTION POINT

How Do Great Leaders Do This?

*They identify
and resolve issues!*



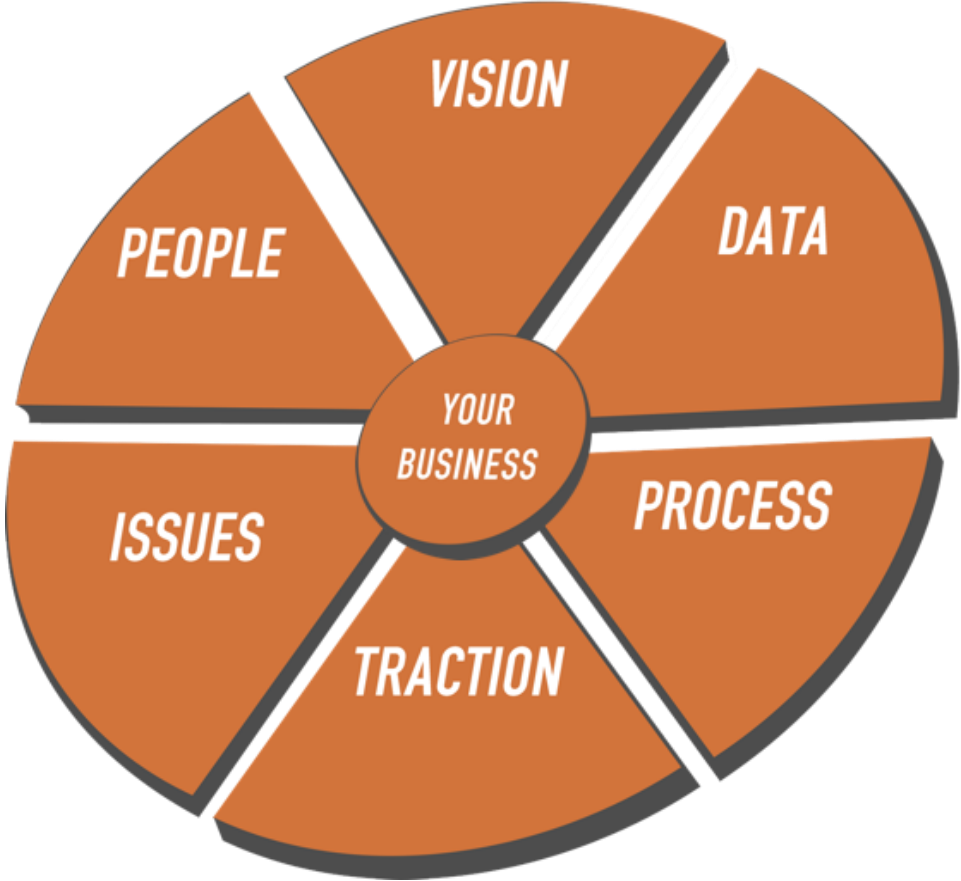
TRACTION POINT

*Where do all the
Issues come from?*



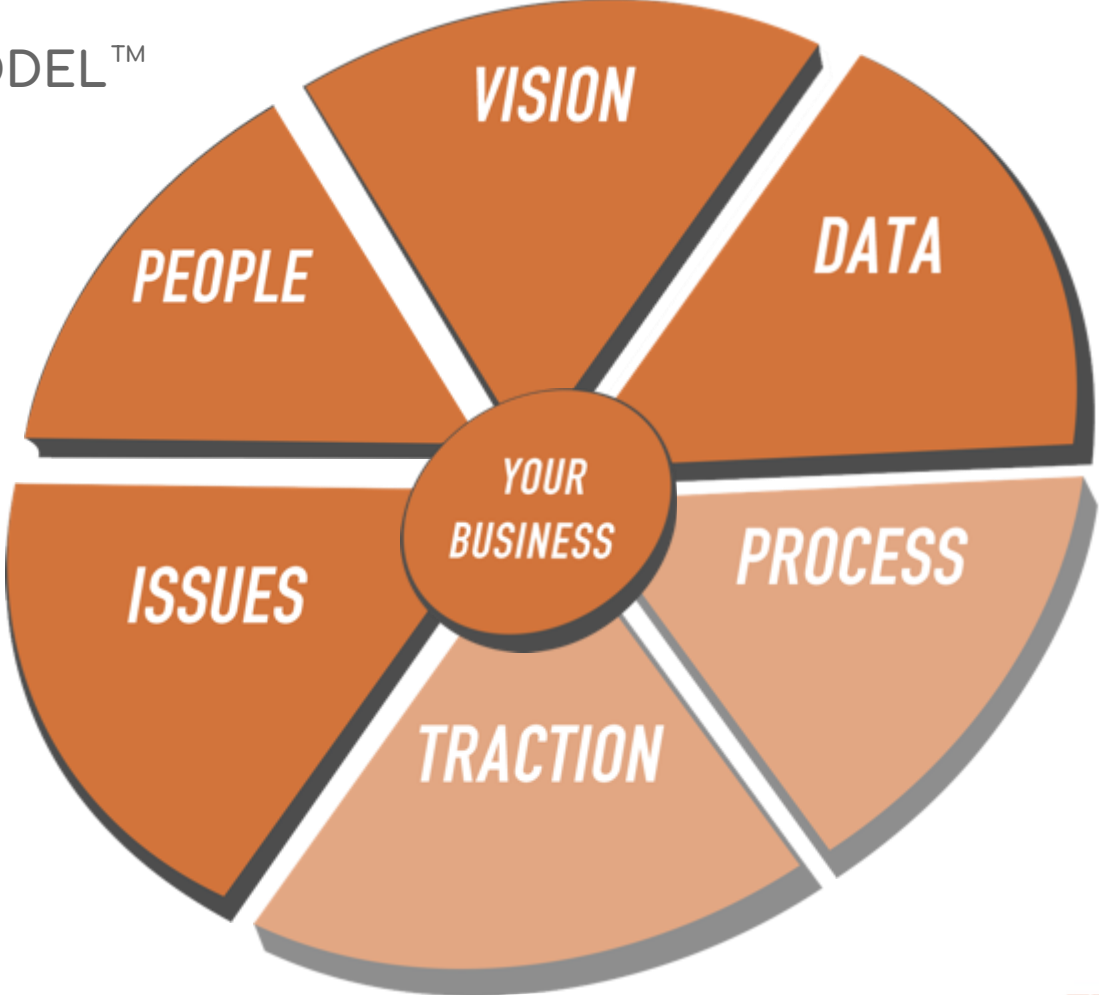
TRACTION POINT

THE EOS MODEL™



TRACTION POINT

THE EOS MODEL™



TRACTION POINT

SOLVING ISSUES

DISCIPLINE

- THE ISSUES LIST



TOOL

- THE ISSUES SOLVING TRACK



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THE DISCIPLINE - ISSUES LIST

What is an **ISSUE**?

- Problem, **BARRIER**, Obstacle
- **OPPORTUNITY**
- **IDEA**
- Need to **SHARE**
- Need to **KNOW**

THE DISCIPLINE - ISSUES LIST

*“Your mind is for having ideas
not holding them.”*

- David Allen, author of Getting Things Done

THE DISCIPLINE - ISSUES LIST

1	Lorem ipsum dolor sit amet,	11	Lacus quis nisi maximus condimentum.
2	In mollis nisi quis mattis vulputate.	12	Sed aliquam diam, non tempus nunc vulputate.
3	Eget ipsum maximus ullamcorper.	13	Enim lacinia, volutpat sapien vitae, facilisis.
4	Tortor cursus, vitae maximus augue convallis.	14	Nullam volutpat felis eu dictum ultricies.
5	Feugiat, convallis est auctor, blandit metus.	15	Dui ut ante consectetur laoreet a eget ante.
6	Vivamus a lacus quis nisi maximus condimentum.	16	Dolor sit amet, consectetur adipiscing elit.
7	Malesuada, non tempus nunc vulputate.	17	Vulputate mollis nisi quis mattis.
8	Donec sit amet enim lacinia, volutpat sapien.	18	Duis dapibus diam eget ipsum maximus.
9	Nullam volutpat felis eu dictum ultricies.	19	
10	Cras vel dui ut ante laoreet a eget ante.	20	



THE TOOL - ISSUES SOLVING TRACK

Identify

Discuss

Solve



TRACTION POINT

THE TOOL - ISSUES SOLVING TRACK



THE TOOL - ISSUES SOLVING TRACK

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THE TOOL - ISSUES SOLVING TRACK

*“ In one sentence - with no commas -
what do you need from the team today.”*

- Chris Spear - Facilitating IDS in Team Quarterly



TRACTION POINT

IDENTIFY

- What is the REAL ISSUE?
- I'm not hearing the REAL ISSUE?
- What is the ROOT CAUSE?
- Use THE EOS MODEL
- The power of CLARIFYING QUESTIONS
- Watch the JUMP TO SOLVE
- You and your team are AFRAID
- “MEATY” or “BIG, HAIRY” ISSUES



THE ISSUES LIST

“An Issue well-stated is half-solved.”

- Alex Freytag - EOS Implementer



DISCUSS

- Once the REAL ISSUE is clear, this is pretty quick
- OPEN and HONEST
- No ABSTAINING, POLITICKING or REPEATING
- TANGENT ALERT
- Your job? Steer any mouth that's not getting us closer to SOLVED
 - “This is getting redundant, does anyone have any NEW info to add?”
 - “Land the plane!”
 - “Thank you Governor Ducey...”



SOLVE

- PLAN OF ATTACK that will make the Issue GO AWAY FOREVER
- What are we going to DO ABOUT IT?
- Start with RIGHT LEADER proposing a solution
- 80% of the time THE TEAM AGREES (Foundational Tools)
- INTEGRATOR makes the call when they don't all agree
- The Team must DECIDE!
- “NEED MORE INFO/DATA”
- Take it OFFLINE

THE ISSUES LIST

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When Do I “IDS” With My Team?

The Level 10 Meeting

Agenda:

Segue 5 Minutes

Scorecard 5 Minutes

Rock Review 5 Minutes

Customer/Employee Headlines 5 Minutes

To-Do List 5 Minutes

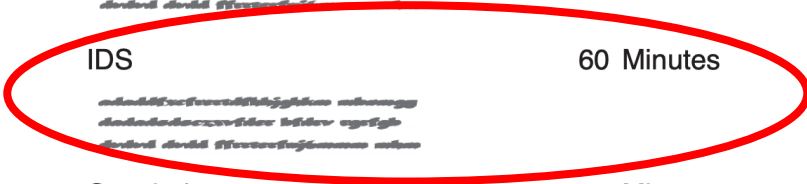
Placeholder text for To-Do List

IDS 60 Minutes

Placeholder text for IDS

Conclude 5 Minutes

Recap To-Do List
Cascading messages
Rating (1-10)



In a World Filled With Issues ...

LEAD with POWER!

**To bigger and better things
by Resolving Issues!**



TRACTION POINT

What questions do
you have?



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Thanks!

Chris Spear



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