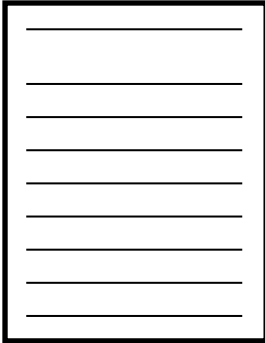
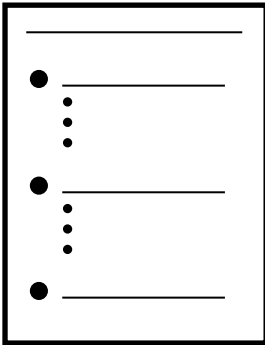


THE 3-STEP PROCESS DOCUMENTER™



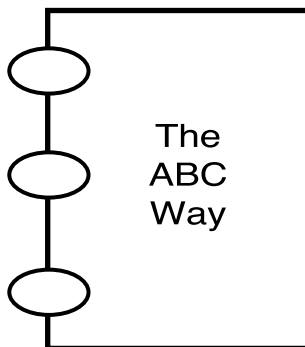
Step 1

- Identify and list your six to ten core processes (H/R, Marketing, Sales, Several Operations, Accounting, Customer Service, etc.)
- Give them each a name
- Get everyone on the same page, agreeing with them and calling them by the same name.



Step 2

- Take each process one at a time and break down each step/procedure into bullet points
- Under each major bullet point, there should be roughly five sub-points defining the step or procedure (20/80 rule)
- You should be able to get each process on one to five pages
- Do this for each process



Step 3

- Take Step 1 (your list of processes)
- Include all documented processes from Step 2
- Bind all of the above. This now becomes your “way” of doing business
- Moving forward, pick one process to clean up and simplify every quarter

THE H/R PROCESS

The Search

- Define role/job description/salary (the seat in the accountability chart)
- Decide search medium
- Begin search
- E-mail blast to sphere/peers

Interviewing

- Screen résumés
- Initial interview/profiling tools
- 2nd interview
- Check references
- CEO interview

Hiring

- 8-hour on-the-job trial
- Decision
- 90-day trial

Orientation

- H/R policy/review employee manual
- Benefits review/forms
- Job training
- CEO orientation (company story/core ideology)

Quarterly Conversations

- What's working, what's not?
- Review the 5-5-5™/People Analyzer™ (RPRS)
- Review LMA questionnaires
- Delegate and elevate opportunities
- Update accountability chart if necessary

Annual Reviews

- Manager fills out People Analyzer™, including GWC in preparation for the review
- Document the review and have it signed by all parties
- File the review with the H/R department

Termination

- 3-strike system (30-30-30)
- Terminate upon 3rd strike
- Contact legal counsel
- Meet with employee/have H/R present
- Exit interview
- Document termination and have it signed by all parties