



# CROSSROADS

COACHING & CONSULTING

## **Tips to Navigate Change & Growth**

Create Breakthrough Results  
with Your Team!



## Are you in Survival Mode?

You are leading a team that is changing and growing at a rapid pace. You are spending much of your time navigating all the tasks involved with growth. Different priorities are coming at you every day, and you are trying your hardest to make decisions that are best for you and your team. But it is all happening so fast that you are teetering on the edge of burn-out, and so is your team.

Business growth is exciting, overwhelming, and confusing, all at the same time. It can be a sensory overload. You are in constant meetings, onboarding new team members, and making decisions about who needs what and when. You are trying to keep it all together for yourself AND lead a team to success.

Growth means change. Change means more pressure for results. And you need results – fast. Here are some tips to get you started.



### Tip #1 – Get out of Your Head

When you are leading a team that is in survival mode, the first thing you need to do is get out of your head. You have a multitude of priorities flying around in there, so it is hard to focus on what needs to be done first, how it should be done, and who should do it.

Take a step back for a minute. You can even go and stand in front of a large whiteboard or flipchart. Write down everything that you need to get done. Do not stop until you have completely downloaded what's in your head.



Write it down!

## Tips to Navigate Change & Growth to Create Breakthrough Results with Your Team!

Now put on your strategic-thinking hat. Put similar ideas together in a column format, like this:

Get Out of Your Head!				
Group 1	Group 2	Group 3	Group 4	Group 5
Red	Green	Blue		
Blue	Yellow	Orange		
Orange	Green	Yellow		
		Red		

Look at your columns. Instead of several tasks listed sporadically on a whiteboard or flipchart, you have an organized list of tasks. Prioritize your groups and decide what needs to get done first, next, and so forth. *(Facilitation Method Developed by The Institute of Cultural Affairs in the U.S.A., ToP® Technology of Participation)*

## Tip #2 – Get Clear on What You Need

You have a clear list of priorities. But take it one step further. Create a sequence of steps that need to happen to complete your project. This is process thinking. When you think of your work as a process, you suddenly get clear on what you need, when you need it, and how you need it.

A solid process helps immensely. Your team will communicate more effectively, move more quickly, and achieve better results. Lines of communication open and the work will flow more smoothly.

Consider the priorities above. What steps need to happen to move this project through your department and out the door? Write down your thoughts.

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Once you have had an opportunity to write your thoughts down, then place your thoughts into a sequence of 5-7 critical steps that you must complete, such as the following:



A key consideration in any process is the hand-off from one step to the next step. Think about what needs to get done in between the steps. What does your team need to complete the work and move the process to the next step? Do they have what they need? Are they clear on what they need? And more importantly, do they know what they need to get done in the first place?

When you are experiencing growth and change, it is easy for hand-offs to get sloppy, or get missed altogether. In fact, hand-offs create the most pain for new and growing teams. It comes down to this – your team members need absolute clarity about their role and what they are responsible for delivering. Hand-offs need to be seamless.

## Tip #3 – Get the Right People Doing the Right Work

Your team is responsible for getting the work done – no question there. They move the process along from one step to the next. But are they effective in their work? Are you getting the results you need? Do they even like to do the work?

People make the process work, and when you have the right people in the right role doing the work that they are naturally talented at doing, the results are amazing. However, if they are frustrated, confused, or overwhelmed, then it is time to look a little deeper.

How well do you know the strengths of each person on your team? Sit down and have a conversation over coffee or lunch. Ask about their work. Ask about what they are good at doing. Truly listen. Use open-ended questions, such as the following:

## Questions to Ask Your Team Members

- What projects have you worked on recently?
- What did you like?
- What has been hard?
- What have you learned about yourself because of these projects?
- What would you like to do more of? Less of?
- How can I help you line up the tasks you love to do with the work we need to get done?

Listen to Your Team!

Remember, you need to lead both the 'people' and the 'process.' Leading one without the other often creates even more struggles for leaders and teams.

If you are stuck in your head and frustrated with the lack of results, then take a step back. Get clear about what you need, create your process, and get the right people in the right role.

*Where People and Process Meet*



## Wendy Neu

### Areas of Expertise

- *StrengthsFinder*
- Strengths-Based Leadership Coaching
- Change Management
- Group Facilitation
- Business Process Consulting
- Leadership Development
- Organizational Effectiveness
- Communication & Training Strategies

### Professional Experience

- *Chief Navigator | Business Coach*, Crossroads Coaching & Consulting, Inc.
- *Organizational Effectiveness Consultant*, Target
- *Learning & Organizational Effectiveness Consultant*, Carlson Hotels Worldwide
- *Business Process Analyst*, Carlson Marketing Group
- *Greenbelt, Meetings & Events*, Carlson Marketing Group
- *Senior Business Development Planner*, Carlson Marketing Group
- *Account Manager*, Carlson Marketing Group

### Education & Certification

- *Strengths Strategy Certified Coach*, Strengths Strategy, Inc.
- *Certified Leadership & Talent Management Coach*, Workplace Coach Institute
- *Strengths Performance Coach*, Gallup University
- *Six Sigma Certified Green Belt*, Carlson Companies
- *Process Management I, II, III*, Carlson Companies
- *Design for Six Sigma / DMAIC Methodology*, Carlson Companies
- *Group Facilitation Methods*, MNTop (Technology of Participation)
- *Strengths Performance Coach*, Gallup University



### Background

Wendy is curious about people, what they do in their jobs, and how they can do their jobs better. It is like breathing to her. So much so, that she built a business around it.

Wendy helps business professionals who own and/or lead established business with 1-250 employees to align their strengths with their business so they can unlock their true potential, maximize the talents of their team, and run their business with clarity and conviction.

She has been in business for herself for over 10 years. Wendy's work includes strengths-focused discussions, process efficiencies, strategic planning, succession planning, positive mindset tactics, and leadership development.

Wendy also worked in the corporate sector for 15 years in a variety of areas, including business operations, process improvement, and organizational effectiveness.

Her focus has been, and continues to be, transferring this knowledge and skill to people who believe in the success of their own business. She strives to work with people who deliver a product, a service, or a story that will make lives better.

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