

When Nobody is Winning

By Gene Moorhead, Qualified EOS Implementer, 11/8/17



Some people are going to more successful outside your company.

Over time, many business owners have talked with me about their concerns over an employee that they feel may not be working out.

After getting briefed on the details I always ask two questions:

1. “Can you go back in time and think about any employee that you had concerns about that actually was able to turn things around and become successful with your company?”

I don’t believe I ever have had an owner say that they did.

2. “How much time had elapsed from the time that you first thought the employee wasn’t going to make it until the employee exited from the company?”

“More time than should have been,” was the typical response.

Most business owners don’t want to appear like they’re “shooting from the hip” in terminating someone too quickly. However, I find that the intuitive feelings that most owners have are significant. Whatever has tripped those feelings is based on their history of knowing of what good and/or poor performance look like.

Owners need to trust that sixth sense more often, because **nobody is winning**.

- The **owner/manager** is not winning because generally he/she is spending time trying to figure out how to motivate the employee (which you can’t).
- The **customer**, whether that’s an internal customer or an external customer, is not winning because he/she is not receiving good service.
- And lastly the **employee** knows deep inside that he/she is not doing the job.

So, if nobody is winning here, the question is how long is that going to continue?

How to move your intuitive hunches to open minded clarity.

At EOS we have two tools that help determine if you have the **right people** in the **right seats** - without history, without emotion, without any baggage!

- **People Analyzer** - Designed to clarify whether you have the **right person** in place or not. Right person means that he/she exhibits **your core values** most of the time.
- **Accountability Chart - Right seat** means that they have the skill set and true ability, to do the job and to do the job well. It defines the top five roles and responsibilities for each position in the company. (It’s an org chart on steroids).

So, what do you do if someone is below the bar – not fitting in?

First, communicate the people analyzer results to the person and give that person a chance to improve his or her performance. Most of the time there will be improvement. The question is, will he or she improve enough? Most people will, some won’t - you should give them a chance to perform. If not, the **three strike rule** works as follows:

Strike one: discuss the issues and your expectations with the person, and give him or her 30 days to correct the problem.

Strike two: if you don’t see any improvement, discusses their performance again and give him or her another 30 days.

Strike three: if you still don’t see any improvement, he or she is not going to change and must go. The termination finally happens, all those staff members who are the “right people” will thank you for it and wonder what took you so long!

Here are links below for the tools: please call or email me if I can help take you through them.

[Accountability Chart](#)

[People analyzer](#)

Keep Moving!

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