STARTSUPPORTED.COM PRESENTS STRENGTHS-BASED BUSINESS PLANNING FOR FIRST-TIME ENTREPRENEURS

# ENTREPRENEUR BLUEPRINT

developed + designed by Zachary Barker, CEcD, MS

"Finally a business guide that is designed to support the special skills, desires, fears, and talents of the entrepreneur on their terms."

- NICHOLAS LABORDE, RACONTEUR GAMES







#### Welcome to the Entrepreneur BluePrint!

This program is designed to empower you to build, execute, and sustain your entrepreneurial dream business.

Throughout this program, you will be guided in a design process developing confidence in yourself and your business, as well as clearly building a simple plan with key execution activities that will serve to assure the achievement of your goals. The blueprint is yours – built by you, for you, using your strengths, and focused on your desired outcomes.

So, why execute the Entrepreneur BluePrint?

Every year, thousands launch businesses and take ownership of their professional futures. Yet, research concludes 21.5% of startups fail in the first year, 30% in the second, 50% in the fifth, and 70% in their 10th year of operation.

For many of us, <u>failure is not an option</u>, but failing to structure your business model around your skills, strengths, and interests is often too much to overcome. Additionally, many of us will find external challenges to overcome, such as limited sales skills, lack of a strong support network, or a lack of capital/cash flow to sustain through market development.

At the end of this program, you will not have all the answers... rather, you will have all the answers needed to launch effectively and the skills to ask the questions required throughout your journey.

Seeing you succeed is my greatest joy and honor. Cheers to your success!

Zachary Barker, CEcD, MS

Executive Director Startup Support Center e. zach@startsupported.com



#### ENTREPRENEUR BLUEPRINT

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Download the Emotional Intelligence (EQ) Assessment online at **startsupported.com/thrive-cos** 



#### **Deliverables**

Upon completion of the Entrepreneur BluePrint program, you will be empowered to:

- Develop, execute, and re-develop the Entrepreneur BluePrint strategic planning process
- · Identify your organization's most pressing issues
- Lead from your strengths and natural talents
- Execute your role and lead your support processes
- Define the values and purpose that will guide your business
- Detail what your organization will look like in three years
- Develop a strengths-based marketing and sales strategy
- Identify your key data points and use that data to develop a oneyear plan that is attainable, specific, and measurable (KPIs)
- Explain the process of systematically putting the right people into the right seats
- Explain how to use data to identify and create milestones (small wins) for your success
- Develop and drive from a dashboard model
- Understand your Emotional Intelligence and how your EQ can be leveraged to enhance your business apporach



#### **Program Agenda**

#### DAY 1

#### Introduction to EBP and the Pathway to Sustained Success

• In this section, we will review the EBP Strengths-Based entrepreneurship model and how it all works to empower your success. Using the organizational checkup, we will discover our most pressing issues to address.

#### Assessing and Leveraging Your Superpowers | Talents & Skills

• Upon completing a strengths self-assessment, we will discuss our WHY, how our superpowers drive it and identify the areas of fear that cause us to hesitate. We will perform a superpower focus activity, as well as a fear casting exercise.

#### **Taking Ownership of Your Business**

Stacking upon your personal power acknowledgment, we will Identify our power role
within our company and clearly define which activities are worthy of our focus. We will
define and detail our purpose and core values, as well as explore the "own, outsource,
eliminate, or automate" mindset.

	В	R	E	Α	K	
_	_					_

#### **Defining Your Business in Detail**

 In this section, we will define the details of our business model that are driving our current decision-making. Here, we will define, in detail, customer segments, the problem we are solving, our unique value proposition, what channels and outreach will be utilized, how customers will engage, key partners & suppliers, as well as define competitors, costs, and revenue streams.

#### **Introducing Sales as Your Core Strategy**

With our clarity of what we are providing, to whom, how, and why, we will begin to
identify the keys to attracting, educating, qualifying, and engaging with prospective
clients. We will focus our discussion and ideas around the psychological process of
purchasing, and discuss how we can facilitate that most efficiently, using our unique
superpowers.



#### **Program Agenda**

D	A	Υ	2

#### **Checking-in & Self Reflection**

• We will take time to discuss our feelings and insights from the previous day, as well as to share feedback on the progress of our process. Additionally, we will share our BHAG to set our minds toward future success.

#### **Designing Your Strategy through Goal-Casting**

 With a solid understanding of self, our business, and our expectations for our client's purchasing process, we will establish our business operational goals.
 Goal-casting will allow us to define our 3-year picture and our 1-year plan.
 Using SMART goals and SWOT, we will be able to identify actionable activities to drive our success.

#### **RSM Reality Check-in**

• In this section, we will review our 1 and 3-year goals to determine the feasibility of our goals and what levers can be managed to achieve or exceed our defined goals. Here, we will download and utilize the RSM (Revenue, Sales, Marketing) Matrix in support of our goal-casting efforts.

BREAK	
DKEAR	

#### **Building a Strengths-Based Marketing Model**

With an understanding based on our reality check, we will deeply examine the
activities we can take to drive our marketing and sales pipelines. We will work
together to brainstorm a 12-month strategy, including our how to measure
using key performance indicators (KPIs), to drive our dealmaking success.

#### **Using Data to Drive Your Superpowers**

In this section, we will download and utilize the RSM Basic Dashboard to develop an
understanding of dashboarding to provide insights into which activities and driving our
successes. We will leverage our knowledge of the RSM Matrix Marketing section to
discuss effectiveness and tracking methods - including technology utilization.



#### **Program Agenda**

#### DAY 3

#### **Checking-in & Self Reflection**

• We will take time to discuss our feelings and insights from the previous day, as well as to share feedback on the progress of our process. Additionally, we discuss utilizing a Daily Top 5 process to focus and measure activity.

#### **Building a Strengths-Based Team**

• Utilizing our understanding of self and our "power role", we will explore the driving test model for assessing who is "on the bus" and If they are "in the right seat". We will explore how this can be used for internal and external talent.

#### **Automating Systems, People, and Processes**

In this section, we will discuss the importance of "proven processes" and the
goal of leveraging automation whenever possible. We will work to develop a
proven process together, empowering you to immediately develop one for each
of your key activity areas - dealmaking, technical delivery, administration.

#### \_\_ BREAK \_\_

#### **Putting It All Together**

 Now having a comprehensive understanding of yourself, your business, your prospective clients, and your RSM model, we will put together a final "rough draft" of your Entrepreneur BluePrint. In completing the EBP, you will have clarity of the key activities, measures, and support needed in the immediate 90 days, as well as the next 12 months.

#### **Supporting You Along Your Journey**

 With your completed EBP, you are empowered to use your superpowers and focus to crush your entrepreneurial goals. In support of your journey, Startup Support Center will deliver ongoing support for the next 12 months. Details to follow.

#### Review, Feedback, and a Request



#### **Strategic Growth Planning:**

**Building the Road to Success | A Sample Growth Plan** 

	Build Systems that Create Multipliers		TOP 5 WEAKNESSES	
	2. Deliver from Proven Processes		1. Attracting New Clients	
CORE VALUES	3. Establish	the Rules – Then Push Them	Building Custom for Each Client	
4. Be a "Co		re Issue Assassin"	Open & Consistent     Communications	
	5. Speak Up and Speak Out		4. Keeping Everyone "On the Same Page"	
		7.	5. Follow Up Consistency	
	COMPANY	Empowering entrepreneurs through training and support	3-Yr PICTURE/MISSION	
PURPOSE	NICHE CLIENTS	Pre-Flight Entrepreneurs   Startup Center & Programs	We will be the "go to" training and support provider for Startup centers	
VISION	To be a nationally recognized for delivering entrepreneur growth training and support programming with at least 10 FTEs		and center affiliated entrepreneurs	
		Highly engaging and entertaining training delivery	SCORECARD	
	3 UNIQUES	by trainer(s) - edutainment	1. Email to Attendee Ratio	
		<ol><li>Built-In ongoing coaching and consulting support of clients</li></ol>	2. Weekly Demo Attendees	
MARKETING STRATEGY		3. Personal coaching and	3. Profitability % (70+)	
STRATEGY		support systems	4. Startup Center Referrals	
		You will be trained to be	5. Client QTRLY Goals Met	
	PROMISE	empowered and only need us for	6. Revenue	
		emotional and strategic growth	7. Survey Responses	



#### **Organizational Check-Up**

Use this checklist to measure where you are as a company at least once a year Once you have identified your gaps, use them to create Milestones. Add to the Beartraps list as necessary. The goal is not to be perfect in the first year, but to show steady improvement over time. Rank each statement from 1 to 5, with 1 being weak and 5 being strong.

1	2	3	4	5	Statement
					We have a clear vision <b>in writing</b> that has been properly communicated to the whole team.
					Our core values are clear and we are hiring, reviewing, rewarding, and firing around them.
					Our five-year target is clear and has been communicated to everyone
					Our target market is clearly defined and our sales/marketing efforts are focused on it.
					Our differentiators are clear and all of our sales/marketing efforts reflect that.
					We have a proven process for doing business with our clients. It has been named and visually illustrated, and everyone is adhering to it.
					All of the people in our organization are the right people.
					Our Accountability Chart is clear and complete and constantly updated.
					Everyone is in the right seat.
					Our leadership team is open and honest and demonstrates a high level of trust.
					Everyone has three to seven Milestones per quarter, and they stay focused on those Milestones.
					Everyone is engaged in regular bi-monthly meetings.
					All meetings are on the same day at the same time and have the same printed agenda. They start and end on time.
					All teams clearly identify, discuss, and solve key issues for the greater good and long term.
					We have a system for receiving regular customer and employee feedback, and we know their level of satisfaction.
					Our systems and processes are documented and followed by all.
					A Dashboard (scorecard) for bi-monthly metrics and measurable goals is in place.
					Everyone in the organization has anumber.
					We have a budget and are monitoring it regularly.



#### **Assessing and Leveraging Your Superpowers**

I am at my best when	My friends say I am great at		

#### Take the Strengths + Talents Profile Assessment

#### **Signature Strength Questionnaire (SSQ-72)** | Here are your Top 5 strengths:

#### Leadership

You excel at leadership tasks and activities. You are very good at organizing group activities and seeing that they happen. That is why you are the one children like to follow or often prefer that you take the lead. You also make everyone feel included. You are often able to bring the best out of every member.

#### **Love of Learning**

You love to learn new things -- in school or on your own. You make very good use of opportunities where you can gain knowledge about skills, concepts, ideas, and facts.

#### Citizenship, Teamwork & Loyalty

You are an excellent team player. In fact, you perform at your best when you are working with your group or team, rather than working alone.

#### **Creativity & Originality**

You love to think of new ways to do things and are rarely content with the conventional way. You can also apply your imagination in unique ways to solve everyday problems and generate original ideas.

#### Curiosity, Interest in the World & Openness to Experience

You find yourself interested in exploring new things. When things are not clear, you strive to explore them further. You are fascinated by new topics and constantly ask questions to discover more about them. You are able to focus sharply on acquiring new information about a specific topic (i.e. dinosaurs, Harry Porter or astronomy). Also, you are open to experiencing new and different things.

#### **Assessing and Leveraging Your Superpowers**

If I am being honest, I am most afraid of...

The worst that can happen is...

"I've lived through some terrible things in my life, some of which actually happened."

- Mark Twain



#### **ILLNESS WELLNESS CONTINUUM**

#### **HEALTHY**



- Normal sleep patterns
- · Good sense of humor
- · Normal mood fluctuations
- · Good energy levels
- · No or limited alcohol use

#### REACTING



- · Have trouble sleeping
- · More forgetful
- · More irritable or sadness
- Overwhelmed
- Regular but controlled alcohol use of gambling

#### INJURED



- Disturbed sleep
- Restless
- · Increased fatigue
- Negative attitude
- · Feels more anger, anxiety
- · Increased aches and pains
- · Increased drug and alcohol use

#### ILL



- · Can't fall asleep or stay asleep
- Can't cope with work
- Excessive anxiety
- Angry outbursts
- Depression
- · Physical illness
- · Frequent drug and alcohol use
- · Out of character decision making

Taking Ownership of Your	Business
Rank the following for most to least	
I enjoy debate and difficult discussion	
I want recognition for what I create	
I prefer rules, order, and processes	
Rewards should increase with results	
It is good to use influence to make \$	
What is the most critical activit	ty in a business?

I AIVI I II E	
My role in	my business is to do the following:
	THE
l should ab	osolutely NOT be doing the following:
IF NEEDEL	O I CAN BE THE
	ok to find someone that can do:

#### I WANT TO WORK FROM MY POWER POSITION, WHICH MEANS I NEED TO OWN MY ROLE...

Below is my list of tasks I need do to eliminate, delegate or automate, as well as which role they belong to.

Tasks outside my role	e/d/a	d/t/a



#### **CORE VALUES**

As an entrepreneur, success will be defined by your vision and your personal/professional goals. A critical key to defining your success is rooted in establishing authentic CORE VALUES that represent your business. Core values build and define the decision-making process by which you will operate. They ARE the driving force behind you and your business.

A CRITICAL CORE VALUE FOR ME IS	ANOTHER CORE VALUE FOR ME IS
A CRITICAL CORE VALUE TOR ME IS	AROTTER CORE VALUE TOR ME IS
Explain why this is a core value for you	Explain why this is a core value for you
What are one or two behaviors that support this value?	What are one or two behaviors that support this value?
What are one or two slippery behaviors that are outside your value?	What are one or two slippery behaviors that are outside your value?
What's an example of a time when you were fully living into this value?	What's an example of a time when you were fully living into this value?



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#### **CORE VALUES**

Learn More:

https://blog.hubspot.com/marketing/company-values

#### THE HubSpot CULTURE CODE

#### TRAITS WE ADMIRE

Humble Empathetic Adaptable

Remarkable

Transparent



#### TENETS WE FOLLOW

Solve For The Customer

Own it with openness

Uplift each other

Lean towards the long-term

Yep. HEART & SOUL

#### ANOTHER CORE VALUE FOR ME IS...

Explain why this is a core value for you



#### Starbucks Core Values

- Provide a great work environment and treat each other with respect and dignity.
- Embrace diversity as an essential component in the way we do business.
- Apply the highest standards of excellence to the purchasing, roasting and fresh delivery of our coffee.
- Develop enthusiastically satisfied customers all the time.
- Contribute positively to our communities and our environment.
- Recognize that profitability is essential to our future success.

#### What are one or two behaviors that support this value?

What are one or two slippery behaviors that are outside your value?

#### WE ARE COACHES

We empower each other through mentorship and encouragement.

#### WE ARE SKILLFUL

We are good at what we do, demonstrating the highest degree of proficiency, learning continually, & adapting quickly.

## ASK YOURSELF... What is Non-Negotiable?!

What's an example of a time when you were fully living into this value?

What would encourage you to pursue a relationship? What would force you to end a relationship? Why?



#### **Defining Your Business In Detail**

tag lline business name **CUSTOMER SEGMENT** demographics, psychographics geography, behaviors **VALUE PROPOSITION PROBLEM CHANNELS CUSTOMER EXPERIENCE KEY PARTNERS/SUPPLIERS COMPETITORS COSTS REVENUE STREAMS** 

#### **Entering the Mind of Your Customers**



#### **Awareness**

#### Consideration



#### Decision

The buyer realizes they have a problem. They want to understand more about it.

The buyer is looking for and comparing potential solutions to their problem.

The buyer purchases a solution.

	B	<u> </u>	
	Awareness	Consideration	Decision
	How Do Customers Find Me?	How do Customers Compare?	What Triggers Customers to Buy?
Thoughts			
Actions/ Behaviors			
Motivations to Act			



#### **Entering the Mind of Your Customers**

Inbound **Buyer's Journey** Automated Sales Process Marketing tactis Answer Questions Blog Social Media Keywords Awareness Establish Trust & Thought Leadership Pages Stage **New Lead Generated** Information qualified Calls to action Landing pages Introduce Your Positioning Forms Contacts Consideration Address Common Sales Questions Stage Workflows Lead scoring Provide Product & Service Information Marketing qualified CRM Integrations Social Media Decision Address Pushbacks Stage Sales qualified leads Lead is Sales-ready Consultation Sales Call These sales activities are interesting ... My associated strength is...

#### **Checking-in & Self Reflection**

How am I feeling about

WHY?

Me as an Entrepreneur









My business model









This EBP Process









-



I AM MOST EXCITED ABOUT

I AM MOST CONCERNED ABOUT



#### **MOVING FROM FANTASY TO ACHIEVEMENT**

Draw or describe how you will know when you are successful





#### **Designing Your Strategy Through Goal-Casting**

create an image of what a company will look like In 3 years

	future date				
	annual profit - \$/%				
Close y	our eyes then write down what you se	e			
1		11			
2		12			
3		13			
4		14			
5		15			
6		16			
7		17			
8		18			
9		19			
10		20			

#### You are not creating goals, rather, you are painting a picture.

For me, I see an online community of entrepreneurs; 20 full-time counselors to provide mental health support for members; delivery center locations in Colorado Springs, CO, and New Orleans, LA; a hiring model to train LPC's to deliver EBP across the country; a partnership model that supports small to mid-sized communities through their economic development organizations; providing pro-bono training in emerging communities. Your goal is to list everything on a blank paper, examine your true vision, pick out the points that make the most sense, then write them down - transitioning them from fantasy into goals!



#### **Designing Your Strategy Through Goal-Casting**

defining action and execution within a 1-year goal strategy

future date		annual revenue
an	nual profit - \$/%	critical measure

#### WHAT ACHIEVEMENTS WILL ASSURE YOUR SUCCESS OVER THE NEXT 12 MONTHS

What is my Goal?	How do I Measure This?	What does this address?
Example: Increase leads by 200%	Registrations for webinar	Sales: Lack of sales opportunities

### How to Create Your Goals (One Year Plan) and Determine Your Quarterly Milestones

Determine Top 5 Weaknesses	Determine 1 YR Plan Create 1-2 Goals Per Weakness	Create QRTLY Milestone (goals) to directly affect/accomplish your goals
1	2	1
2	3	2
	5	
3	6	3
4	8	4
5	9	5
	10	

#### NOTE:

Quarterly Goals will be reviewed and re-targeted every 90 days with your Coach/Advisor



#### **SWOT**

The internal advantages my company has are	Our internal shortcomings are
Our external opportunities include	Our external threats include

#### Your Uniques – Where can you "WIN"?

#### What is unique about us? Some examples:

- We work exclusively with women
- We offer an exclusive VIP Club
- Provide funding for clients in need
- Our team knows clients by name
- Team members receive 100 hours per year of training
- Highly professional service
- At home/on-demand delivery
- · Luxury waiting area
- We make boring trainings fun with energy and
- The Governor is my uncle

t your "Uniques" here:		

#### **RSM Reality Check-in**

does it all make sense?

Access your support tool kit at StartSupported.com/\_\_\_\_

#### **Determining Profits from Revenue**

ONE YEAR REVE	NUE GOAL MA	TRIX	
Pri	e (product or	service)	\$279.00
Measure	\$	Units	Total
Revenue (price x units sold)			\$100,000.00
less: Costs			
Fixed	\$1,000.00	12	\$12,000.00
Variable	\$1,000.00	12	\$12,000.00
My Time	\$150.00	0	\$0.00
Staff/Support	\$25.00	520	\$13,000.00
Total Costs			\$37,000.00
Pr	ofit/Loss - esti	imated	\$63,000.00

Personal Income

Hourly Wage

SALES & MARKETING SUCCESS MATRIX

Less: Tax

Sales Reality Check

Total Incol
Units required to sell to reach revenue goals: Measurement Units Sold
Annually (revenue/price) 1 358.4 /year

Daily units to sell (units/240) - 4 weeks off (1/qtr)

Monthly (units/12)

Weekly (units/52)

Determining the Required Volume for Leads and Conversions

Marketing R	eality Check			
Activity	Conversion %	Volume	KPI	
Outreach required to generate interest (aka "lead")	5%	75,000.00	3,750.00	contacts
Leads req'd to generate a "SQL"	20%	3,750.00	750.00	leads
Sales Qualified Leads req'd to generate a proposal	60%	750.00	450.00	SQLS
Proposals req'd to generate a closed deal	80%	450.00	360.00	proposals
Closed Deals		360.00		closed deals

12

52

29.9 /month

6.9 /week

1.0 /day



#### **Building a Strengths-Based Marketing Model**



#### **OUR GOALS:**

- Understand the mindset of the buyer in each stage
- Identify strengthsbased lead generating actions
- Define metrics and measures to steer activity

	AWARENESS	CONSIDERATION	DECISION
STRENGTH- BASED ACTIVITIES	examples: Blog Posts Videos – YouTube, Facebook Podcasts	examples: Tips & Tricks Downloads Comparison Videos Webinars / Live Demonstrations	examples: Case studies Sample cost sheets Return/refund policy
METRICS	website hits	new emails	proposals presented



#### **Using Data to Drive Your Superpowers**

leveraging data to enhance our strengths-based apporach



#### **CREATE A SCORECARD**

What should you be measuring?

SALES



Access your support tool kit at StartSupported.com/\_\_\_\_

TECHNICAL DELIVERY

ADMIN

#### **Checking-in & Self Reflection**

How am I feeling about

WHY?

Me as an Entrepreneur







My business model







\_\_\_\_

This EBP Process









\_



I AM MOST EXCITED ABOUT

I AM MOST CONCERNED ABOUT



#### **Building a Strengths-Based Team**

Getting the right people in the right seat... and building a bench

This is where you have real talk about assessing talent and fit within your organization. NOTE: This DOES NOT tell you who to fire, rather, it shows you where you can build up and need to supplement. (C=Comprehends Our Work, D= Driven to Do the Work; A=Ability to Do the Work)

Name	Core Value 1	CV2	CV3	CV4	CV5	C	D	Α
Joe	+	+	+/-	+	+/-	N	Υ	Υ
Shawna	-	+	+/-	+	-	Υ	N	Υ
Erica	+	+/-	+	+	+	Υ	Υ	Υ
Paige	+	+	+	+	+	Υ	Υ	Υ

**Marketing Team** 

Name	Team Work	Clients Love Me	Independent Leadership	Trust the Process	Creativity	C	D	Α
				r.				



#### **Driving Test: Building the Right Team**

To implement the Driving Test, I will:

o this today:	
o this in the coming week:	
o this in the coming month:	

#### **Proven Processes for Your Organization**

#### Examples:

- Greeting a client
- Sending work to partner
- Onboarding a new employee
- Confirmation appointments
- Funding Request
- Change Order Request

Brainstorm on the back of this sheet of paper. Then list your proven processes here, along with the major steps for each of them. Add more as necessary.

3.  4.  5.  Process:  1.  2.  3.  4.	Process:	1.
4. 5.  Process:  1. 2. 3. 4.		2.
5.  Process:  1.  2.  3.  4.		
Process:  1.  2.  3.  4.		
2.       3.       4.		5.
2.       3.       4.		
3. 4.	Process:	
4.		
		3.
5.		5.

#### **Proven Processes for Your Organization**

#### Examples:

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Brainstorm on the back of this sheet of paper. Then list your proven processes here, along with the major steps for each of them. Add more as necessary.

Process:	1.
	2.
	3.
	4.
	5.
Process:	1.
	2.
	3.
	4.
	5.



Proven Process Notes:	WHICH OF THESE CAN B AUTOMATED DELEGATED? OR NEED TO BE
	ELIMINATED ALL
	TOGETHER?
	i o o z i i i i i i i i i i i i i i i i
	<u>_</u>
	<u></u> _

#### **Proven Process Chart**

The Difference in Four Steps

1

Obtain new client and book Appointment.

2

Provide service needed and book next appointment 3

Follow Up.

4

Retain client

Marketing

Google AdWords, website, referral appreciation, new to your city mailer, direct mailers, word of mouth, drive-by, on line campaigns (Yelp, Groupon, etc.), price shopper packet, Patient Pursuit missed opportunity, community support and events

Friendly greeting on phone

Client Service training, encourage and motivate client, collect client info, book appointment

Schedule appointment

Properly schedule to accommodate client needs and appoint availability

Appointment reminders

Text and email reminders and confirmations, phone, call reminders New client packet and gift

Refreshments

Staff consistently recommends our training and support programming during process

All requested services performed explaining the value of services

Ancillary services offered

Coaching support recommended

Check-ins and Coaching follow ups booked at every visit Phone call & Email within 48 hours for all services

Client complaint resolution

Client survey administration and response

Online review monitoring and response Above and beyond client service to keep them coming back

Feedback reply & responses sent (schedule meetings if necessary)

Reminders generated and sent

Lost client recovery

QUESTION...
In what other areas
do you perform
repetitive tasks that
need to be a
proven process?



#### **Putting It All Together**

a completed Entrepreneur Blueprint for \_\_\_\_\_

		CORE VALUES		MY TOP 5 STRENGTHS
1				1
2				2
3				3
4				4
5				5
MY ROLE IS AS				
			1	3 YR PICTURE (MISSION)
	PURPOSE			3 TR PICTORE (MISSION)
CORE FOCUS	CUSTOMER			
	SEGMENT			
			1	
BHAG/SUCCESS				
				SCORECARD
MARKETING STRATEGY				
	VALUE PROP			
	STRENGTH			
	ACTIVITY			