Effective Processes

Teams and processes go hand-in-hand. Many professions take processes for granted. It would never occur to a sports team, construction crew, or a string quartet to approach their tasks without clearly defined processes. The playbook of a football team or the score sheet of a string quartet clearly outlines their processes. Business teams have processes as well. Such processes might include solving problems, making decisions, managing a meeting, processing insurance claims, product design, and any other avenues we take in pursuit of our mission. Hopefully, in each of these processes, each of us has a clear, specific role based on our function, skills, and expertise. In many business settings, however, such processes are often inadequate, ill-defined, or missing entirely. High performance teams identify, map, and then master their key team and business processes. They constantly evaluate the effectiveness of these processes, asking the questions: "How are we doing? What are we learning? How can we do it better?"