

How Busy Business Owners can Create Order from Chaos

By Kelli Hoskins, Master Business Coach

If you are like many of the business owners I connect with, the drought has started to break and the phone is ringing again. Finding new customers and increasing sales is no longer the main problem you face in your business. The good news is you're busy again. Busy enough in fact that your main problem right now is trying to keep up. You could even take on more business if you had the staff, yet you can't find the employees you need to get the work done. Or, when you do hire, it's hit and miss as to whether or not you'll get a good employee or one that seems to be a fit but ends up creating more problems.

Even though the phone is ringing and sales are increasing, you and your team are under a lot of pressure to deliver, which can lead to longer work hours, longer delivery lead times, mistakes or poor quality work and everybody is left feeling overwhelmed, frustrated or exhausted.

Yet, there are a handful of businesses I work with that are thriving as new business and sales continue to increase. Their teams are clear on their priorities and they are making decisions and taking actions daily that are consistent with those priorities. They know in advance what employees they are going to need to keep their customers happy and have a plan for how and where to find them. And, they know how to identify and select the employees who will not just get the work done, but will share the responsibility for solving problems instead of creating them, ignoring them or complaining to you about them.

So they are busy just like you. Yet they are busy managing a team of good employees, busy refining the type of work they do, the way they do it and who they do it for to increase their quality of their work and the happiness of their customers, and busy enjoying the summer months with their families.

What's the difference – why are some business owners and their teams busy and overwhelmed and others are busy and thriving? Three key reasons:

1. Lack of Intention
2. Lack of Cohesion
3. Lack of Clarity

Lack of intention means your business operates reactively instead of proactively. Your team might have an idea of what your business is here to accomplish, but too often it's other peoples' wants and needs that drive decisions. Your days and weeks are spent reacting to what's in front of you right now - the customer, the order, the problem - instead of sticking to the plan or schedule, if you even have one.

Lack of cohesion means people have different priorities or agendas within your business. Your employees put their own individual needs, the needs of their division or the needs of their customers above the needs of the business as a whole. One of the problems here is the difference between overt and covert priorities. Overt priorities are obvious with problem employees or when there is direct conflict, however many employees have unintentional individual priorities that aren't as obvious, or that they may not even be aware of, which creates conflicts with team or business priorities.

Lack of clarity occurs when lack of intention and lack of cohesion exists. It means employees have to constantly be instructed or directed instead of taking the lead. What was important yesterday may not be important today. Expectations are inconsistent from day to day and week to week leading to disruption, confusion and often chaos. Many business owners label lack of clarity as lack of common sense. So, if you want to feel less overwhelmed, frustrated or exhausted in your business, you and your team can learn how to become more intentional and more cohesive with greater clarity.

My FREE Guide '**5 Steps to Finding & Keeping Great Employees**' uses intention, cohesion and clarity as the basis for identifying, seeking out and hiring great employees who will help your business thrive by minimizing the disorder and chaos. [**DOWNLOAD YOUR FREE COPY NOW.**](#)