

SP **E** **E** **D**

Participant Book

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Session One:

SECTION 1:

Introduction

Welcome!

Congratulations on being selected to participate in Speed. You are an important part of this organization. Your organization embraces Speed as a vital aspect of your job performance. The term Speed refers to creating an environment based on quickness and quality.

Speed, in this course, is not strictly time management. It refers to the rate at which you complete tasks or deliver projects. Speed encompasses the entire process, from start to finish.

During this program, we invite you to step back and take a look at yourself, your fellow employees, and the third-parties with whom you partner. We ask that you examine your own experiences with Speed, both professionally and personally.

Speed is designed to help you understand how to reduce the amount of time needed to complete a task or project. This program will help you to convey the attitude and techniques that are essential to creating Speed – giving you practical tips on how to increase and maintain Speed.

Your group leader will direct you through each section of the program and facilitate discussions, but this is not a lecture.

The success of the program relies on the honesty and openness of the group and you. Ask questions as often as possible; there are no right or



wrong questions or answers. You will see a series of video presentations and perform a few written exercises and assignments.

Your Participant's book helps guide you through each session of this training. Use it to follow along, to make notes, and to lead you through the exercises and discussions. Once you complete the training session, keep the Participant book for future reference.

As you watch the following vignette, think about your organization, your duties, and how you use Speed. Afterward, your leader will take you through the following exercise.

EXERCISE 1:

Getting in the Speed Mind Frame

1. What does Speed mean to you?

2. How do you think Speed affects your projects and tasks?

3. At this moment, describe ways in which you utilize Speed at work?

4. What are some advantages to Speed? Disadvantages?

5. What skills do you think are important to Speed? (Be specific).

Why We're Here

Speed is critical in every part of your job and at every level of your organization.

Like any organization, you encounter barriers that slow you down and inhibit Speed. Understanding these barriers and how to overcome them benefits you and your entire organization.

Most individuals do not implement Speed in their tasks or projects. Most people tend not to think with Speed or urgency. While this statement may seem false, for the most part it is a common aspect of any workplace.

By using this program, your organization has chosen to put its trust in you. It acknowledges the ideals of Speed and supports the procedures you are about to learn and wants you to apply them.

The Speed program is not just a “to do” list. It is a philosophy and mindset that forces you to think about your job in its entirety. This program examines the purpose of Speed, the barriers that restrain Speed, and ways to increase Speed.

The Speed program is a primer on handling tasks quickly. Within these pages – and through this seminar – we will:

- Define Speed,
- Describe the barriers to Speed,
- Identify the Speed mindset,
- Describe empowerment and its relation to Speed,
- Recognize how policies and procedures affect Speed,
- Identify tools and techniques to create, increase, and maintain Speed,
- Recognize the role of accuracy in Speed, and
- Identify how different industries use Speed to keep promises and over deliver.

Speed helps improve your job performance and your importance to your organization. It assists you in identifying problems and quickly finding solutions to problems.

Each individual may approach Speed differently, but after you've finished the Speed program, we expect the results of your efforts to improve how you handle your tasks and projects.

SECTION 1 REVIEW: Points to Remember

- Speed is not time management; it is how you approach your projects and/or tasks.
- Speed is critical to all aspects of your job and at every level of your organization.
- Speed requires an overall examination of your job function, your projects, and your tasks.

SECTION 2: What is Speed?

Defining Speed

The dictionary defines Speed as “swiftness of action” or “moving rapidly”. In physics, Speed refers to the distance traveled divided by the time of travel or the magnitude of a velocity. On the road, we receive speeding tickets for driving too fast.



In the business world, Speed can mean the difference between success and failure. Speed means to get things done quickly. Speed means providing clients and co-workers with exceptional service. Speed means do it fast, do it now, and do it right.

How fast is Speed?

Speed means to dramatically reduce the amount of time needed to complete a task by changing the factors that affect its completion. When it comes to reducing the amount of time necessary for a task, Speed means completing the task quicker than thought possible by controlling your pace and how you apply Speed to your task. We will also consider other factors, such as barriers to Speed, your mental approach, employee empowerment, and organizational policies and systems that support Speed.

For example, think about communication prior to the advent of the internet and email. Both have dramatically reduced the time it takes to communicate with others. We receive emails almost instantly after the Send button is clicked. Prior to email, delivering written communication to recipients could take hours or days via regular mail or courier.

Today, email has reduced the time it takes to send a message across the world from days to seconds. Email dramatically decreases the amount of time needed to communicate with co-workers and customers.

Watch the following video segment and determine if and how the employees utilize Speed on the job.

EXERCISE 2:

Speed Overview

1. What went wrong in the first vignette?

2. Where was Speed not applied? (Be specific)

3. Describe how the employee could have implemented Speed?

4. In your opinion, how will this lack of Speed affect the organization in the future?



Do it Fast – Do it Now – Do it Right

Doing it fast, doing it now, and doing it right are key components to Speed. If it takes eight hours to complete a task, such as processing an order for a customer, Speed should help you accomplish the task in only one hour.

Implementing Speed begins with your attitude and mindset. A “do it now” attitude emphasizes the importance of Speed when taking on and accomplishing tasks. Procrastination hinders Speed.

Why is Speed Important

You are probably asking yourself, “What’s in it for me?” You should, because Speed benefits you too. Speed begins with you, the individual. An employee who emphasizes Speed in every task improves his standing within the organization. Speed creates more opportunities for promotions and the potential for an increase of income.

Speed shines a spotlight on your work ethic and your abilities. A strong skill set built around Speed sets you apart and positions you as a leader or mentor within your organization.

While Speed has the ability to increase your financial opportunities, it may also advance your professional growth. Speed demonstrates your dependability to management.

It shows that you truly value the organization’s time, resources, and results. Once you embrace Speed, you may find yourself being assigned new, more important tasks or managing others within your organization.

Just as Speed benefits individuals within an organization, the entire organization benefits as well when everyone embraces a Speed mentality. Everyone within your organization needs to evaluate his or her own duties to determine how and when to utilize Speed on the job. Speed can



generate dramatic growth, which may separate your company from the competition. It positions you as an industry leader focusing on efficiency, exceptional customer service, and quality.

Speed reduces costs and increases value by stressing the importance of getting things done faster and streamlining operations. An organization that strongly emphasizes Speed saves time and money and also simultaneously increases revenue.

Your customers also value Speed. It will “wow” them and create positive impressions that win client loyalty and create additional revenue for your organization.

Now watch the same situation you just saw. This time, try to determine where and how Speed affects the customer, the employees, and the company. Also, think about how this situation applies to your organization and your position within the company.

EXERCISE 3:

1. Describe how this vignette is different from the first one.

2. How was Speed applied in this vignette? (Be specific)

3. How else could Speed be used by the organization?

4. Describe other ways the customer and the organization benefit from Speed.

SECTION 2 REVIEW: Points to Remember

- Speed is not just fast. Speed means dramatically reducing the amount of time to complete a task.
- Speed is exceptional service.
- Speed begins with a “Do it fast” and “Do it now” attitude.
- Speed helps you individually AND your organization as a whole.
- Speed reduces costs and attracts more clients.
- Customers value Speed.
- Speed creates an advantage over the competition.

ASSIGNMENT #1

1. Now what does "Speed" mean to you?

2. Have there been times when you have used Speed?
(Be specific)

3. Have there been times when you noticed others use Speed? (Be specific)

4. What do you think you can do to increase your personal Speed?
