




Productivity for Small Businesses: Optimizing Your Communication, Workflow, and Performance



Randy Westlund



Track jobs. Assign tasks. Save time.
randy@AwningTracker.com
www.AwningTracker.com



1



2



3

Problems in the industry

Jan Dec

EXPO

4

EXPO

5

EXPO

6

Mistakes cost you

\$\$\$

...

\$

EXPO

7

Mistakes come from failures in...

Communication

Workflow

Teamwork

EXPO

8

Problem: Communication

Most important factor in any relationship!

How do you communicate

- Within the company?
- With customers?

EXPO

9



10



11



12

Communication with customers




- Do you have to call them back?
- Information storage
- Instant gratification
- Digital search
- Don't make them wait




13

Problem: Workflow




- Change orders
- Lost work orders
- Double data entry




14

Managing your workflow



- Software
- Track job status
- Weekly meetings
- Digital records
- Reduce double data entry



15


Problem: Teamwork



IFPAI EXPO

16

Being a team




- Mission
- Acknowledge achievements
- Address issues
- Employee buy-in

IFPAI EXPO

17

Takeaways

- Strive to thrive, not just survive
- Little mistakes add up and cost you – fix the leaks!
- Mistakes are a symptom
- Identify problems & implement solutions:




Communication Workflow Teamwork

IFPAI EXPO

18

More resources

- Online quiz:
 - www.AwningTracker.com/productivity
- Books:
 - *Never Split the Difference*, Chris Voss
 - *Deep Work*, Cal Newport
 - *Rich Dad Poor Dad*, Robert Kiyosaki



19

**Productivity for Small Businesses:
Optimizing Your Communication,
Workflow, and Performance**

Randy Westlund



Awning Tracker
Track jobs. Assign tasks. Save time.

randy@AwningTracker.com
www.AwningTracker.com
980-349-7009



20
