

Control your focus

It is always difficult to remain focused on the objectives of the business during the normal busy pace of the business day. To stay on target you need to create a game plan that will cover the big picture at a glance and enable you to focus on "today's play".

Business controls are absolutely vital and apply just as much to the small office with a couple of employees as to the larger business with a few hundred employees. A control system will establish definite policies and procedures that the business has set down for the performance of various tasks and also enables measurement against actual results so that sensible feedback will come back to the owner for action.

A control system should be as simple as possible so that the information is provided quickly to allow business decisions to be made in a timely manner. Controls place accountability within the operation and even though resistance is often felt from staff, the manager must insist on maintaining these controls so that there is some sort of order and discipline in the operation.

It may be necessary to sit down with staff and explain not only the controls that are in place, but why they have been set up, and seek input from staff. If all members of the business understand the purpose behind the controls that have been put in place, then there may be little resistance. It is absolutely critical that staff go along with the controls that have been set in so that everybody is going in one direction and is focused.

Essentially, the focus must be on controls and the controls will also enable the business and its people to focus on the success of the operation.

Further information

The following fact sheets provide further information on these issues:

- Business planning
- Set achievable goals