

Personal Life Management and Business Management Complement Each Other

They Work Together to Bring Outcome Improvement

This paper identifies and addresses considerations that affect the success of personal, business and joint outcomes.

People usually have some knowledge of business management. They don't always think about it, but they either have been managed or they have done the managing. Along the way, they may have been indoctrinated with principles, "best practices," that are designed to provide successful outcomes when applied properly. But, what about their personal lives? What is being done to make lives better, more productive, more fulfilling and to use time and resources more effectively and efficiently overall? Can we really manage business efforts separately from personal ones? Shouldn't things that make business better also apply to personal lives and vice versa? Knowledge and insight have many different applications. Why allow the value that they provide to be restricted?

Good habits benefit people and business. Working to make something better has important implications across the board. A primary tenet of Outcome Improvement is to leverage strengths wherever they are found and to address and offset any weaknesses. We find it easier to do this when skills and capabilities can be transferred between people and their business lives.

Lives are more fulfilled when they provide value to others.

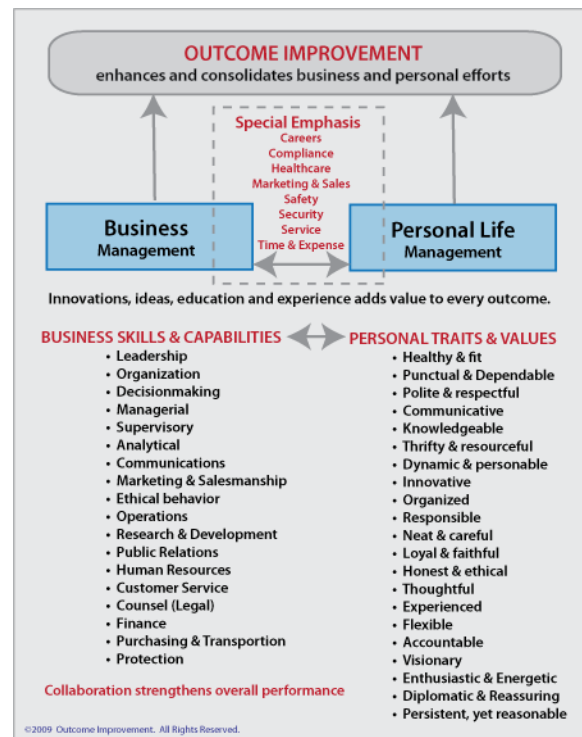
It takes many people with different personalities, backgrounds, education and experience to satisfy all of the different needs that people and businesses have. Personal traits and values (see chart above) are acquired throughout life. They help to form the foundation for business skills and capabilities (also shown on the chart). Good experiences reinforce positives and bad experiences, negatives. Each one contributes to personalities through a learning process that responds to outside stimuli. No one necessarily responds in the same way. Differences tend to increase choices that contribute variety and broaden the outcome improvement process.

Businesses and individuals must exploit synergies and common values. The "Special Emphasis" of Outcome Improvement is provided in the short list near the top of the chart between "Business Management" and "Personal Life Management." These represent areas that are of particular importance to individuals and their employers. We selected them to emphasize that what happens to either employees or businesses impact the other either directly or indirectly.

Business managers and employees need to look out for each other. They are more interdependent than they sometimes realize. Let's take a look at what this means using a few examples. You will see why Outcome Improvement is so important to every aspect of our lives.

- **Careers** – Career management addresses ways to get greater value from investments in education, training and varied on-the-job experiences. Careers are looked at in terms of past accomplishments and future capabilities.

Businesses look at the things that people have done that will make them more valuable as employees going forward. They look at tradeoffs between enhancing capabilities of employees



Outcome Improvement strengthens relationships between people and business.

that they already have versus replacing them with more recently trained individuals who will need to be trained in the ways of the business and may involve premium compensation, signing bonuses and recruiting costs.

Individuals who aspire to better, higher paying positions look at career management from the standpoint of a continuous process of identifying personal shortcomings that impede their progress and attempting to find ways to circumvent obstacles and enhance their résumés. Some companies have programs to help increase the value of their employees and policies of promoting from within. Others look for “fresh blood” and frustrate employees who recognize that they will never get what they want no matter what they do to deserve it.

Outcome Improvement helps to balance the needs of a business with those of its employees. We help to make all parties more aware so they can make better, more informed decisions.

- **Compliance** – There are countless laws and regulations that individuals and businesses must comply with all the time. Being “in compliance” is indicative of good citizenship, but it can be costly in terms of training and other remediation costs.

People comply with traffic regulations, recycle their trash and pay their taxes. Businesses protect customer identities, meet product safety and energy standards, meet financial reporting requirements, avoid polluting the environment and pay their taxes. It takes trained employees to recognize and do the things that enable their employers to comply. It can also require costly investments in facilities and product development. Outcome Improvement helps to assure compliance by motivating and informing those who are responsible.

- **Healthcare** – People should care about their health; so should their employers. Employers have a vested interest in having healthy people show up at work every day and not spread germs to others. Sick leave is not only costly, it disrupts business. Health insurance is costly, too. It is important for employees and businesses to work together to reduce all costs. Doing so will improve the company’s competitive position and job security.

Encouraging employees to create and maintain personal health records (PHRs) will give employees better knowledge of the factors that lead to better health. PHRs help people discuss their health more completely and intelligently with their doctors. Patients are closest to any problems and may find something that a provider will miss during a brief checkup. Outcome Improvement helps people understand the importance of having a PHR and a strategy for creating, updating and using one to advantage. They will also learn the advantages and disadvantages of different PHR products.

- **Marketing & Sales** – These subjects are not just important to businesses. As individuals, we must market and sell ourselves to get and succeed in jobs. Then there is getting into the school of our choice, getting elected to public office, or even conducting a garage or yard sale. Here is another example where skills that are learned and developed for one purpose can be reapplied elsewhere. Outcome Improvement aids in helping people see themselves as others see them and make appropriate adjustments to improve their sales effectiveness and performance.
- **Safety** – On or off the job, safety is important to maintaining an effective work force. The National Safety Council is an excellent source for safety suggestions. Safety initiatives complement those associated with health and fitness. Together they help to maintain a dependable workforce. Outcome Improvement helps remind about safety issues on and off-the-job. Homes are a major source of accidents and injuries that contribute to lost time on the job.
- **Security** – People also have security risks everywhere they go. They are disruptive to businesses and their employees no matter where they occur. It is to everyone’s benefit to work together to implement changes that reduce risk. Equally important, everyone must be prepared to respond to “the unthinkable” should it occur.

Employees preoccupied filing police reports and insurance claims and restoring files in a personal computer that has been infected by a crippling virus will be less effective on the job. Businesses have added motives for helping employees to protect themselves. It helps their employees to spend more time concentrating on their jobs. Personal time can be saved as well.

- **Service** – Providing and receiving superior service is important to individuals and businesses alike. Outcome Improvement is committed to helping its business customers to instill a service oriented mentality in every aspect of their customer facing operations. We consider customer satisfaction as an essential means of measuring our success. It is important for employees to deliver the same high quality services to their customers that they expect for themselves. Outcome Improvement specializes in measuring and improving customer satisfaction.
- **Time & Expense** - Creative ways to save time and expense are valuable on and off the job. Learning about interruptions and their impact on productivity is important. This is especially true since distractions contribute to careless accidents that can be fatal.

Skills, capabilities, traits and values differ. There is often no right or wrong combination. Different blends can be better for different purposes and work better for different individuals. They tend to complement each other as they do in any marriage. Although opposites attract, common interests also bring people together. As you look at the diagram above, please realize that lists are not all inclusive and are not in any priority order. This was done deliberately. We believe that it is important for people to consider what is important to them and not to be biased by others at least until they have had time to form their own opinions and set benchmarks.

Outcome Improvement stresses common sense, simplicity and affordability.

Please contact us to learn how we can help you improve your own performance and results.

**Outcome Improvement
52 Johnson Drive
Chatham, New Jersey 07928**

(973) 635-1970

Info@OutcomeImprovement.com

www.OutcomeImprovement.com