

BEANS

action plan

name: _____ date: _____

accountability buddy: _____

passion

people

personal

product

the eye of intention

BEANS

action plan

THERE ARE FOUR NATURAL PRINCIPLES, which, if focused on, will contribute to a service culture that supports the motivation of employees and creates magical customer experiences. It takes little time and no expense to ask powerful questions based on the Four Ps and The Eye of Intention, listen intently, affirm the speaker, and create shared understanding.

The Beans Action Plan is a single page form that will organize the thoughts of each participant along the lines of these principles. Have members of your group fill in the blanks with their thoughts in each area, and then start your meetings and interactions with a focus on one of the Ps.

Each of the following principles contains a list of questions to generate ideas and spark the imagination.

PASSION

What is your passion? How does it show up at work? When your passion is in its low ebb how do you re-energize yourself? When you are following or sharing your passion what does your work life look like and feel like?

PEOPLE

Who are you being when you bring your best self to work each day? What is the reputation you want to earn with your co-workers, manager and customers? What is one thing you can do today to make your desired reputation live for everyone you touch?

PERSONAL

What are little and large ways you can make each interaction with your co-workers and customers more personal and authentically connected? When you do get recognized by your co-workers and customers for caring about them and your work, how does it feel? What can you do to make each person you interact with each day feel important and valued? What is the benefit to you when you do this?

PRODUCT

All the best customer service cannot disguise poor product quality. A quality product or service is the foundation. When you add your passion, your best self and a personal touch to the quality it will differentiate and contribute to customer loyalty.

What are your processes for ensuring quality? What rituals and routines have you established to support consistent quality in all you do? How do you handle a disappointed customer? How do you inspire others to care as deeply as you do about the quality of your contribution? What do you do to celebrate and recognize quality?

EYE OF INTENTION

Each day you will have many choices about where to put your energy. In what direction does your passion lead you? With whom do you want to spend your days working? How do you want others to perceive and receive you? What is your contribution? Do you know where you are going? Do you have a vision for your life and work? What will cause you to wake rested and rise with enthusiasm? How will you know it is all working?

Consider using these questions when you interview for new employees. Have co-workers interview each other, build your teams by facilitating a dialogue about what is important. Uncap the hope, dreams and aspirations of your talent and every employee may start acting like an owner.