

Classic Challenges Guide



Classic Challenge	You may be facing this Challenge if:
Core Values Unclear	Employees are uncertain on what basis decisions are to be made, there are wide variations in customer experiences, or there are unhealthy employee interactions.
Cost of Lost Expertise	The company scrambles when there's turnover, "Hit by the bus" syndrome runs rampant, or the lack of organizational knowledge is impacting operational quality.
Culture Resistant to Change	There is a lack of innovation and desire to improve, knowledge is hoarded and there is no cross-training, or employees cling to "how we've always done it".
Destabilized by Chaos	Employees are stressed out by chaos or disorganization, people don't know how to get work done, or processes are unclear or non-existent.
Difficulty Diagnosing Problems	There are recurring quality issues, operational challenges remain unsolved, or employee frustrations are not addressed.
Difficulty Forecasting Problems	The organization is blindsided by issues, problems arise when volume is added to existing processes, or the organization experiences self-inflicted chaos.
Employee Turnover	Key positions remain unfilled, good employees are leaving, or new hires do not stay long.
Hiring Quality People	Open positions remain unfilled, requirements for identifying good candidates are unclear, or new hires are not qualified to perform the work.
Inadequate Profits	Revenue increases aren't translating to additional profit, there is little money to invest back into the company, or there isn't enough money for marketing and sales activities.
Inadequate Sales	Revenue is flat or below projections, your sales team is ineffective, or you have a weak sales pipeline.
Ineffective New Staff Orientation	New employees are struggling to get up to speed, new employees complain that there is no training, or there are quality issues involving new staff.
Lack of Staff Buy-In	The staff isn't confident in leadership or the future vision, employees question management, or there is a low staff morale.
Leadership-Staff Gap	Management and employees aren't on the same page, employees are uncertain where the company is going, or employees focus energy on unimportant tasks.
Limited Capital to Grow	There is no money after paying bills to improve the business, you can't afford to replace old equipment, or you are unable to pay market compensation to attract quality candidates.
Marketplace Rapidly Changing	Historically strong offers aren't selling anymore, you have difficulty understanding the real needs of today's customers, or it seems that customer's needs have changed dramatically.
Not Getting Systems into Place	The company can't handle additional volume with existing processes and systems, work is inconsistently executed, or high labor costs are affecting your bottom line.
Organization Uninformed about Company Growth	The organization's focus is inconsistent with what's needed to grow, employees are confused and concerned about the company's future, or they are satisfied with the current size of the company.
Poor Staff Training	Quality issues persist, people are stagnant and not developing, or no cross-training occurs.
Products Not Differentiated	There are new competitors in the market that result in loss of market share, there is downward pressure on prices, there is a loss of customers.
Slow Getting Offerings to Market	You lack new offerings, you are consistently being beat to the market by competitors, or your customer base is stale with few new customers.
Staff Satisfaction Not Linked to Company Success	The staff is overworked and burnt out, employees want different things than what the organization needs for success, or the company's approach to profitability leads to unsatisfied employees.
Weak Business Model	It's unclear who the target customer is, there is low profitability, or operations are disorganized as a result of unclear direction.
Weak Cash Flow	You're unable to pay bills on time, you're having to borrow money to keep the company afloat, or the business owner is going without a salary.
Weak Project Management	The company is missing deadlines, resources are not being utilized well, or project statuses are not clear.