

Improving Employee Productivity

Presented By: Craig Akins

The Game of Work

All Star Dairy | March 31, 2007



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Improving Employee productivity

80/20



Improving Employee Productivity

Three Things

- Beer
- Toyota
- Basketball



Improving Employee productivity

The Beer Game Findings:

Systems determine results



Improving Employee productivity

Toyota



Improving Employee productivity

Edward Deming:

Poor management is responsible
for 85%
issues/problems/failures within
an organization.



Improving Employee productivity

Not tools and rules
BUT
Principles



Improving Employee productivity

Kaizen



Improving Employee productivity

Basketball



5 Principles Of Recreation

Games vs. Business

- Goals are clearer
- Scorekeeping is better
- Feedback is more frequent
- Coaching is more consistent
- Players choose their games



Goals

Freedom is greatest when boundaries are clearly defined.

- Out of bounds
- Rules defined
- Winning vs. losing
- Game Plan
- Execution



Scorekeeping

- Simple and objective
- Self administered
- Show comparisons
- Be dynamic



Feedback

-Results-to-Resource
Ratio

-Frequency improves
performance



Great Coaches

- Know their players
- Match makers
- Are consistent
- Ask questions vs. giving answers



PERSONAL CHOICE

Have To



(-)

Victim

Work

Want To



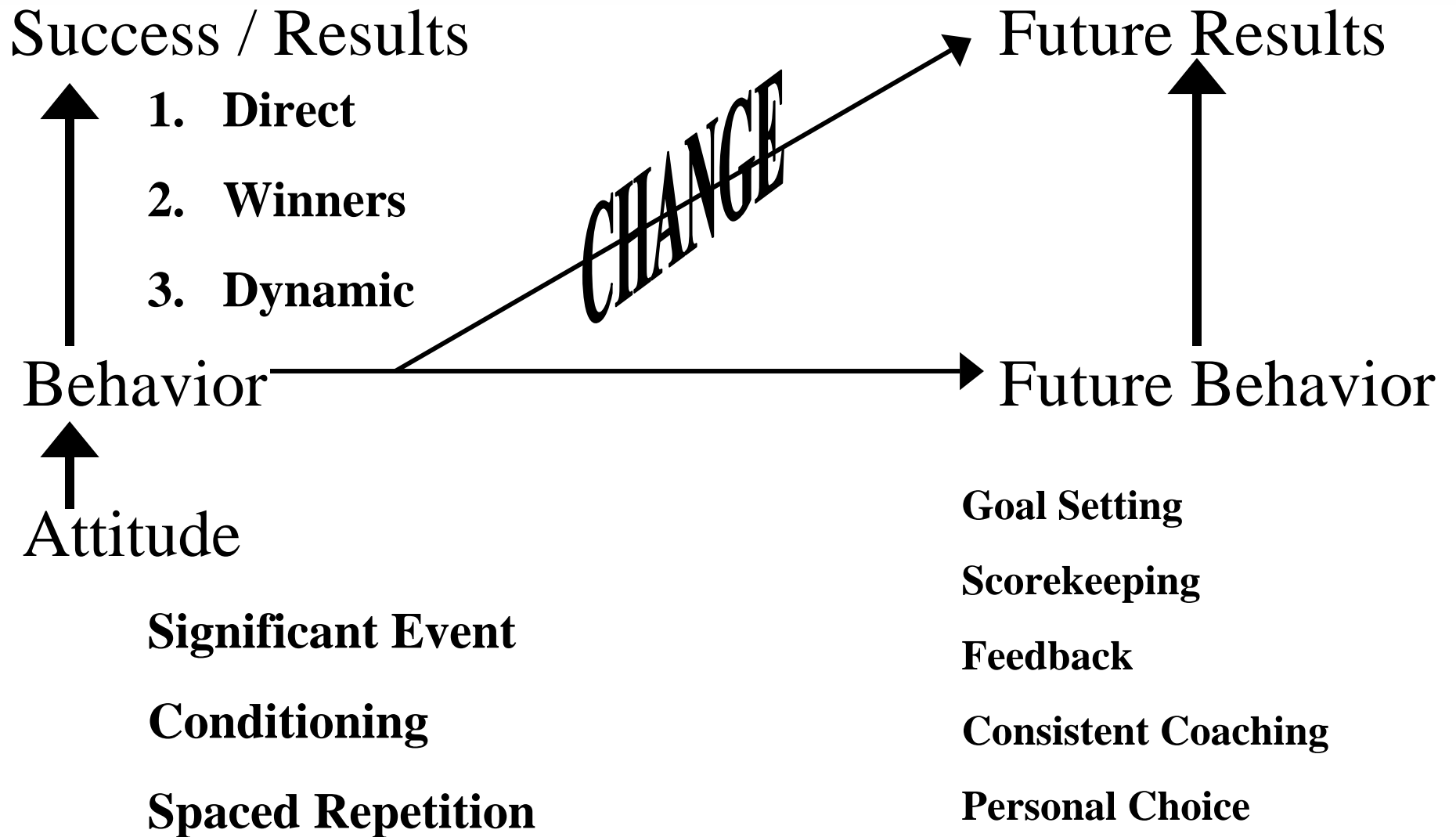
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Control

Fun



SUCCESS MODEL





PEOPLE ALL WANT TO KNOW...

Everyday, everybody
needs to know whether
they are winning or
losing



Improving Employee Productivity

Two Keys:

- 1) Constantly work on your systems
- 2) Engage employees using the Game of Work



Improving Employee Productivity

“It’s What We Learn,
After We Think We
Know It All, That
Really Counts.”

- John Wooden -
UCLA Coach



Improving Employee Productivity

Contact The Game of Work for
Custom Program Development

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For further information visit
www.gameofwork.com

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