

# Learning Without Scars

## Quarterly Newsletter

Dynamic Internet Based Learning  
TRAINING SOLUTIONS FOR EQUIPMENT DEALERSHIPS  
Construction • Mining • Agriculture • Cranes • Trucks • Trailers

The Business of Business

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### Proper Planning Prevents Poor Performance

There have been many expressions that revolve around the letter “P.” One of my favorites is that Passionate People Perform. I believe that people who bring passion to what they do make an incredible difference in life. I never really had a particular “passion” about any of my tasks like people making the comment that you should seek out your passion and work in that area and you will never work a day in your life. I don’t know too many people, if any, for whom that is true. Work is, after all, a four-letter word.

One other expression is that “Those who fail to plan, plan to fail.” The ability to start down a path without a plan and get to an objective or a goal rather than just further down the path is extremely rare. I can’t imagine operating without some kind of plan. Can you? One of our colleagues, an individual in our Industry, also a man I would like to think of as a friend, once told me that he shaved his beard in the morning in a different room each morning so that he would not get “stuck” in a pattern of behavior that could be viewed as a “rut.” I told him that was a bit extreme.

So, let’s think of planning. Translate that into how we normally conduct ourselves at work. Come up in the helicopter with me and imagine that we are technicians. We are assigned work to do, we know how to do the work, we inspect the component or the machine to make sure we know what to do, we make a list of parts that need to be replaced, we walk to the parts counter, we order the parts and wait for the parts employee to get them for us, then we take them back to our work station and do the work. What is it that the technician should be passionate about in their work?

Of course, high levels of quality and effective use of their time. To make matters more interesting when the technician leaves work and goes home they KNOW what they did and they can have a sense of accomplishment. How many of the job functions in a dealership can measure what they did during the day and feel a sense of satisfaction? This always takes me back to the book by Patrick Lencioni called “The Three Signs of a Miserable Job.” Anonymity, Irrelevance and Immeasurability. The theme is that most employees struggle with a miserable job. They need the money. Now these are extreme statements, I sincerely hope that is not the case, because I cannot imagine how difficult life would be if an employee didn’t think that their boss or company knew anything about them, didn’t know if they were married or a parent or single who work in their church choir. If the employee felt that their work was not important in the overall performance of the company. Or the case that they had no way of knowing if they were doing a good job or not. Think about that for a moment. Not a very nice thought, is it?

Now let’s think of the headline at the top. Proper Planning Prevents Poor Performance.

How many of you have planned to go on a driving trip and obtained a “Triptik?” You are going from point A to point B and it is 1,000 miles. They give you perhaps ten pages of maps with roads and points of interest and gas stations and other interesting tidbits. When we would go on one of those trips as a family, Caroline, our daughter, would be given the Triptik and would become our navigator. I think we all enjoyed it. We had a plan and we could track our progress. Imagine, if you will, that you are in New York City and you are going to Seattle and you pack up the car in the morning and get in and head West without a Triptik nor a plan. Let me add a goal. You want to arrive in Seattle in five days. So how effective do you think the performance would be on that trip. Would you arrive on time? Would there have been an efficient use of fuel on the trip? Where would you be sleeping? Where would you eat? I think we can all agree that the trip would not be done with a high level of performance.

I want to apply this planning now to personal growth and skills improvements. Who is helping you to

become better at what you do? Is it your boss, a coworker, is it a vendor, a course you are taking, what is it? Do you actually have a leader who sits down with you and asks what you are happy with in your job? Do they ask what you would like to be doing if not your current job? Do they discuss things that are available to you that would improve your skills or your abilities?

Today I tend to split the work force into two groups: those between twenty and forty-five (a span of twenty-five years) and those between forty-five and seventy-five (a span of thirty years). I sincerely believe that the older group has a responsibility to share as much of their life and work experiences as possible with the younger group. What the younger group does with it is immaterial. However, I believe we have a responsibility to transfer what wisdom we have to the next generation. Hopefully that will give the younger group an opportunity to avoid the “scars” that the older generation has experienced in their work and personal lives. That will allow the younger group to properly plan their work and personal lives to avoid poor performance.

### Learning Without Scars



As a third-generation educator, it is easy to say that teaching and training are in the blood for Ron Slee. From his beginnings as a coach, through his time at McGill University, Ron developed a foundation for the work he does today.

Learning Without Scars provides comprehensive online learning programs for employees starting with an individualized skills assessment. These assessments allow us to then create a personalized employee development program. From their assessed skills, the employee is asked to select from classes designed for their skill level which allow them to address the gaps in their knowledge level. This allows the employees to move through four progressive categories of learning: Basic, Intermediate, Advanced and Expert.



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Your opinion is important to us! We are always looking to help people through engaging material. If you have a question or a specific topic you would like us to cover in a future newsletter, please email Ron [ron@learningwithoutscars.com](mailto:ron@learningwithoutscars.com)

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