

Sideline Management Skill: Analyzing Performance

TEST YOURSELF

Becoming adept at assessing how you and your helpers perform at your Sideline will help your team continually improve, albeit incrementally. As quality goes up you will better satisfy customer needs, and more inexpensively. Time to Test yourself on the following two Sideline Case Incidents of typical Sideline Performance Issues.

Directions: 2 Analyzing Performance Incidents [select best skill]

From the following list of 8 Analyzing Performance skill attributes, identify the attribute that appears to best address the Incident, and indicate a reason why. If you choose please do submit your answer to the Sideline Forum for anonymous community discussion with other Sideliners. If you need to review the attribute options before responding, click on **Sideline Skills**

Eight Sideline Analyzing Performance Skill Attributes:

[For definitions of each of these 8 attributes see the Studio Section description of the Skills]

- 1 Use show-tell-do to ensure others know what you want done**
- 2 Manage performance problems like having a monkey on your back**
- 3 Acknowledge there's no "one right way" to do any important task**
- 4 Treat recurring problems like garbage left under the sink**
- 5 Apply the 80-20 rule when managing time for competing tasks**
- 6 Measure twice, cut once**
- 7 Have consequences for performance and non-performance**
- 8 Understand that motivation = movement toward desired goals**

Analyzing Performance Incident #1: My on-call bike repair service near campus is going well. I have perhaps 8 requests a week for scheduled early evening repairs that I handle, and another 8 that I pass on to a high school kid that does all the on-call repairs like fixing flats and adjusting gears and brakes. It's working. My helper enjoys working for me but has mentioned he's thinking about starting his own, competing on-call repair service. I can't really up his pay right now, even though he does good work, and is very dependable. Not sure how to manage this situation other than let him go and find a replacement.

Which one of the 8 Analyzing Performance attributes do you pick, and why?

Ans. #2 Monkey on your back – this is a big monkey. But its already landed on your back so you have 2 choices: feed it [negotiate a different hourly or piece-rate pay]; or kill it by letting him go, hopefully in time for you to find a replacement who will work within your current strategy. #8 understand motivation also works. If the helper does not desire this goal [working for you], then he’s not likely to make much movement so long as he stays – not good for you or your potentially under served customers.

Analyzing Performance Incident #2: I’m a sophomore in college and clean houses for people who own Airbnb short-term rental homes. For a 2-bedroom house, I can make \$65 per cleaning and now realize I could hire 2-4 people to help me do the cleanings since word about my quality work has spread. Doing the cleaning is easy since the schedule is usually pretty flexible. But if I can only charge \$65 per 2-bedrooms, I’m not sure how I can make money and pass on most of the cleaning fee to my helpers.

Which one of the 8 Sideline Analyzing Performance attributes do you pick, and why?

#1 use show-tell-do when training and orienting people to clean for you so they can do the most critical tasks efficiently, in perhaps half the time, and cost, you might otherwise charge so you make \$30-35 per cleaning and pay the other half. Also #5 apply the 80-20 rule such that you have your helpers spend 1/5 of the time that might normally be spent to perfectly clean the house, aiming to clean 80% of the most important requirements, and perhaps once a month having that person do a deep clean of the areas that are minimally covered each cleaning.