

# SHARPER TIPS

A Collection Of Carefully Selected  
Tips That Have Benefited Not Only  
My Business, But Many Others As  
Well.

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# INTRODUCTION

Thank you for reading this e-book. These tips have completely changed my life and the lives of many others. Master them.

Most entrepreneurs I run across are running around blind, one bad week away from disaster.

That however, is the exact reason why most businesses & start ups fail so quick after starting.

## Be Different

You have one shot to do things right so why not nail it down the first time. Building these systems and processes within your business as well as living by these tips will help you and your business THRIVE.

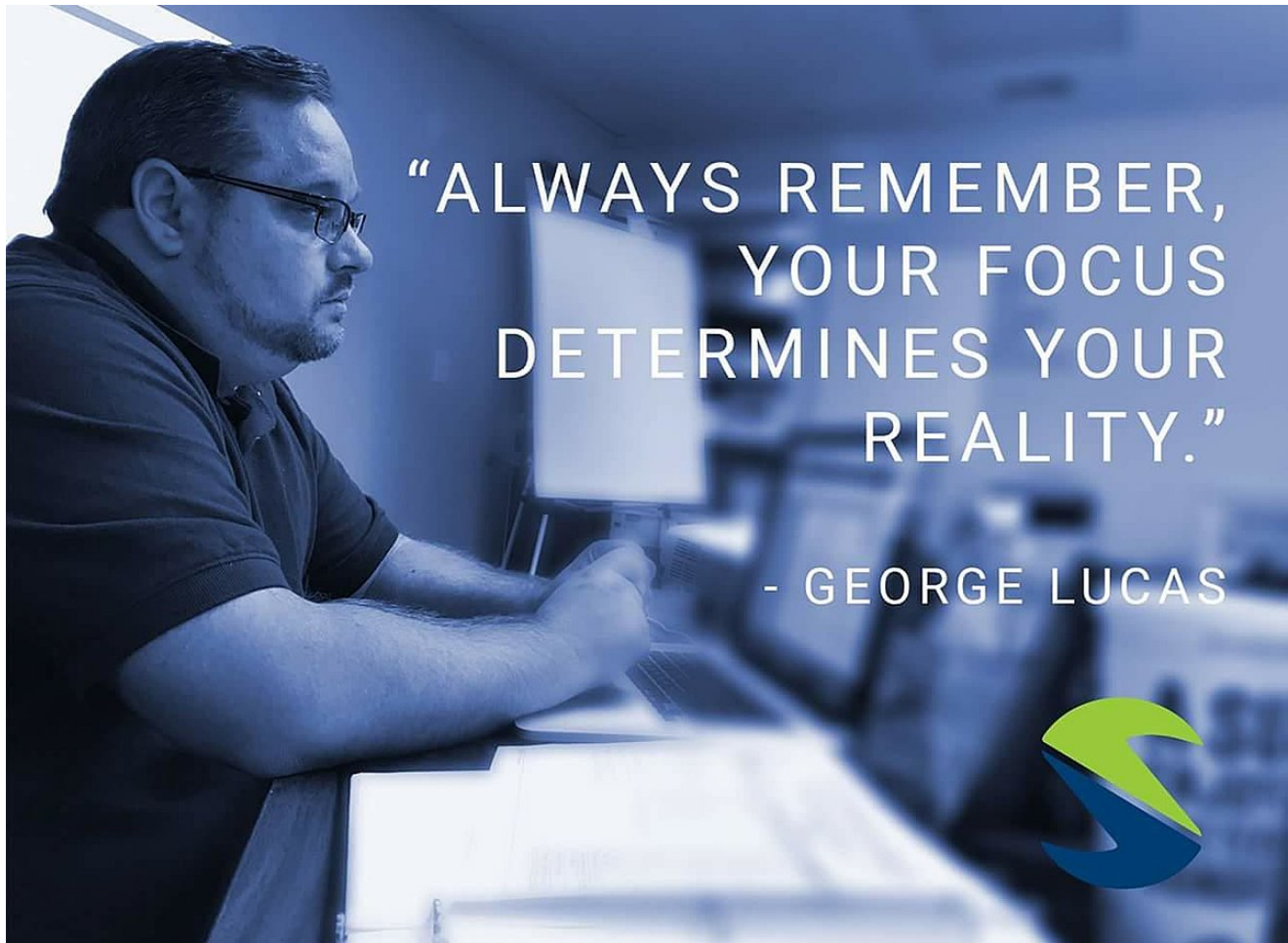
This isn't theory. These aren't guesses or made up tips.

These are vital truths.

- Gary Harper

# ABOUT THE AUTHOR

Gary Harper is the owner of Sharper Business Solutions. Gary Helped a real estate company scale to \$14 Million dollars through a set of dedicated processes & systems that he found became universal in business.



Gary Harper

(Owner Of Sharper Business Solutions)

# LETTING GO

"Success is determined by what happens when you're not at work"

- Gary Harper

# LETTING GO WITHOUT LOSING CONTROL

If you were to step away from your business completely, what would happen?

Does that question give you chills down the back of your spine?

*If so, good. I have a few more for you.*

- Do you feel your business owns you instead of you owning the business?
- Do you see poor communication between your departments?
- Do you feel compelled to be involved in every business related decision?
- Do you have a problem getting the results you desire from your staff?
- Are you an entrepreneur looking to scale your business, but you don't know how you'll manage any more than you're already doing?

I was once told (while struggling with some of these very questions myself) that your business is not measured on the success when you're there, but on the success when you're not there.

It's true.

However, many real estate investors run businesses that cannot operate without them or, more likely, that they cannot release to run without them....

Every business needs structure and organization which needs to grow as the business itself grows.

In order for your company to grow, you have to add more people to your structure. These people depend on your business for their livelihood, as will you.

## **Think about it:**

When you first started out, the entire burden was on you. YOU were the system. That is not a realistic model for growth, however. Your business needs processes and systems so the company and employees can depend on those systems and not solely on you. You will burn out if you do not use systems as leverage to do more than you thought you were capable of.

## **IMAGINE THE POSSIBILITIES.**

Can you envision a business that runs effectively whether you are physically present or not? You're free to take time off because you know the work will get done the way you would have done it in the first place. Sounds great right? But what about a really bad, even a worst-case scenario: your best employee leaves.

Today, that event might be a nightmare. With the right systems in place,



however it can be a sad event rather than a disaster. Here is how the best case version of this negative scenario might go thanks to your business systems.

*"Your best employee tells you they are leaving. You're sad. You're going to miss him. Thank goodness, the business won't suffer! Thanks to your training systems, you were able to hire someone else who shares your vision for the company. and plug them right into the process and systems your company built. Training new employees is nearly stress-free because you have documented processes and procedures that can be used for training. You make the hire, then get back to work "on" the business and vision instead of "in" the business putting out fires and fixing problems.*

If that scenario sounds good to you but you cannot imagine how to make it happen then don't give up. The solution is as simple as asking yourself a couple questions.

- If you were to take time away, would your business run smoothly?
- Are you constantly interrupted by calls and emails all about daily issues?
- Do your employees seem to lack directions and resources? How do you know for sure?

The answers to these questions will help you identify where you need to start putting systems in place.

## **SYSTEMS ARE A CREATIVE PROCESS.**

You might think a system is the least creative thing in the world, but creating a system is truly an art and like all art it can be difficult to get started.

Creating sound business process is hard work but still needs to get done. There are a ton of things that must get documented with high level process

maps and work charts. Then you need to define roles and responsibilities while adding accountability charts.

Where do you find the time? Just add another hour to your day? Those clients will understand why you can't take care of their needs because you now need to document processes and procedures right? Maybe not. Plus, you barely have enough resources to get all the work done daily.

**STOP!**

This line of thinking is dangerous to your growth.

If you continue to think like this you will end up with an undesirable result.

You continue to do what you have done: nothing. This is part of the problem. You need to make this a priority and be a part of the solution, not the problem. Maybe you didn't know before and this is new to you.

## **YOU HAVE 2 OPTIONS.**

Now that you are ready to make this your solution. Here are two options to chose from to start the process.

1. Dig in and just get it done.

Ask your employees to work harder or pay overtime and add one more ball to your juggling act and hope yo don't drop one. If you can accomplish this then GREAT you will see a fantastic return on the time you invest.

2. Get help immediately.

There are lots of ways to get help and one of those is hiring a business consultant to alleviate some of your problems and guide you.

I wish I could tell you that every business owner who tries to do this on their own was successful, but most of the time companies figure out they don't currently have the in-house expertise that is needed.

If you lack that expertise, time or resources then hiring someone could be the most important decision you ever make towards effecting rapid change in your business.

## TAKE ACTION

It's important you act now.

Procrastinating will just make your situation worse and your total reliance on yourself to manage your business will soon start costing you money if it has not done so already.

How much does it cost you to lose a lead? What about continuing costly rehabs that are over timelines? What does it cost you to pay money to your lender because your projects are taking too long?

Starting this process will help you resolve that problem and take your life back from your business without you having TO GO out of business.

*Now that is some powerful stuff wouldn't you say?*

## 8 OUT OF 10 BUSINESSES FAIL

Unfortunately this is not a fake statistic.

According to Bloomberg, eight out of ten entrepreneurs who start businesses fail within the first 18 months. That is a WHOPPING 80% crash

and burn. I would guess the 20 percent that have succeeded did so thanks to strong foundations for their companies that allow leaders to work on the business and not inside the business.

This is due to building the right systems & processes from the start.

Remember, if there is one thing I want you to take away from this chapter, it's that the next steps you take does not just affect you, they affect your employees, customers and lenders.

- Gary Harper.

# IS THERE A PARASITE?

Discovery of a parasite in life and  
business.

- Gary Harper

# DISCOVERING PARASITES

Discovery of a parasite in life and business.

- Gary Harper

## What is a Parasite.

**par a site**

*noun* - an organism that lives in or on another organism (its host) and benefits by deriving nutrients at the host's expense.

- *derogatory*- a person who habitually relies on or exploits others and gives nothing in return.

My story – Its 2012 & I just won century club for a fortune 500 company. I renewed contracts with 4 new clients that year. I was looking at a promotion that would allow me to take my career to a whole new level. I was in the best shape of my life and just lost 90 pounds.

Let's just say life was good and I was finally thriving.

**The Struggle began** – It was Saturday morning and I was feeling really off. I got of the shower and had what I believed was a seizure. I was taken to the hospital and doctors couldn't find out why. These Minnie seizures continued and then I was visited by panics attacks (had up to 15 a day). I spent the next 6 months and my life savings searching for answers.

**Hitting the ceiling** - I hit a ceiling on an individual level. I found myself sitting across from a Godly counselor, feeling completely depleted, I

surrendered. I surrendered to feeling ill, to feeling exhausted, to feeling lost, and I ceased (for just a moment) trying to figure everything out.

**Discovery of the parasite** - Doctor discovers I have a Parasite called Lyme

Disease. Lots of testing done to discover the seriousness of the disease. We find out its late stage Lyme and I am dying if we don't turn a corner. My wife Susan tries to find other work to carry on after me. I discover mortality motivation and decide not to quit and to search for a way to survive.

**Parasites in Business** – During my time recovering from Lyme Disease I noticed some familiar characteristics of many things I had seen in business. I came to the conclusion that business just like life could host a parasite and if it wasn't extracted it could even kill the business just like this parasite was killing me.

There are many different types of Parasites in Business. Others might even call these parasite by another name "Takers".

Today I want to talk to you about the three most dangerous Parasites I have seen in business.

1. Are you the Parasite?

- Are you taking too much cash from the business?
- Are you working too much in the business and capping the business growth?
- Are you destroying employee morale?
- Are you not letting go and limiting the business?
- Not providing or sharing a Clear Vision?
- Worried more about the head count more than the heart count?

1. Employees that are Parasites

- Are they pushing their own vision?
- Are they creating silos?
- Are they turning the staff against you?
- Is there no respect shown in front of the staff?
- Do you have employees that are takers and not givers?
- Are they not getting their work done (excuses)?
- Are they complacent?
- Do they not align with your core values?

#### 1. Distractions can be a Parasite

- Another business draining the resources? Time, Money Energy and materials?
- Unbalanced home life pulling you away from your business
- Allowing shiny objects to pull you away from your niche
- Poor meetings that don't lead to resolutions or rob your employees time. Got a minute meetings that turn into hours

## **Fight or Die -**

I would not quit - Even when I lost my memory every day, I would record what I learned so I could learn it again. I became an expert on this parasite, so I could defeat it. We spent the next 9 months going from doctor to doctor. Extraction of the Parasite caused a Herxheimer die off reaction. Even when I thought I was losing, I decided to fight until I won. I surrounded myself with positive people. I received motivation from people around me and they encourage me to keep pushing.



## ***Don't Quit On The Process***

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***Someday You're going to look back on al the progress you've made & be glad you didn't quit***



Discovering the Parasite is a process – Don't get hung up or let this process take too long to get to searching for the solutions

### **Parasite Discovery Process**

- Betrayal
- Shock
- Denial
- Disbelief
- Suffering
- Procrastination
- Suffering
- Anger
- Search for Solutions
- Resolution

### **Solution - Extracting the Parasite**

- What should you do - Fight?
- Extract the parasite and push through the pain
- Fire yourself from working in the business
- Separate from takers
- Manage up or manage out the employee (Quick to fire, slow to hire)
- Separate other businesses from robbing the resources
- Eliminate distractions and got a minute meetings

I hated the Herxheimer die off, but I knew if I didn't go through it, I couldn't get better. I needed others to support me through this time and I looked for counsel and guidance. I knew that things would never be the same, but they could be better. It took me 2 years to get back to a normal pace from the time I discovered the parasite. I had to accept that this would be my new normal.

In Business you should embark on the Journey to discover your new normal. The journey will take time. There is no quick fix and there will be casualties. You have to protect the Good People, Profit and Productivity while going through the change. It will be worth the time and investment. The new normal will provide clarity, harmony and peace.

## Lessons Learned

- Discover the Parasite as soon as possible
- Get advice and find the prescription that works for you
- Don't quit just because you don't see improvements right away
- Build trust with the ones that stand by your side and want to be on the journey
- Reward those who don't give up on you

- Allow the struggle to teach you and be willing to learn the lesson, so you know how to spot future parasites
- When you come out on the other side be grateful for the blessings of going through the storm

- Gary Harper.

# STRUGGLE

The most important ingredient in  
the journey to success is "Struggle"

- Gary Harper

# STRUGGLE: EXPLAINED

## The most important ingredient in the journey to success is "struggle"

What does struggle mean?

Does struggle create pain?

Most people want to quit, change or modify their situation when they face struggle.

I have found that the devil fights us the most right before we are about to have the greatest success. He will create bitterness, doubt, jealousy, regret and division in relationships.

If you are faced with a struggle in life today here are some lessons I have learned while going through my struggles of health, finances and business.

### 1) Don't quit people are counting on you

There were many Israelites in Egypt, and the Pharaoh made them all slaves. God wanted to save His people, so He told Moses to go before Pharaoh and tell him to "Let My people go". Moses listened to God and agreed to go to Pharaoh.

Things didn't start well for Moses. The first-time Moses went to Pharaoh, and asked him to set the Israelites free, Pharaoh said "NO". Then Pharaoh

made the slaves work even harder. The people complained against Moses, and he became discouraged. Moses was faced with a struggle. Rightly, Moses took his struggle to the Lord.

"And Moses returned unto the Lord, and said, Lord, wherefore hast thou so evil entreated this people? why is it that thou hast sent me?" Exodus 5:22

God reminded Moses of His promises. God told Moses that He would free the people and give them the land that He promised Abraham.

What would have happened if Moses gave up during this time of struggle?

What lesson would he not have learned?

What lessons would the people watching him not have learned?

What lessons would the whole world not have learned? Do you think Moses in that time thought that a group from NWI on 2/24 at 8:30 would be learning a lesson from his struggle?

## **2) Right before success the struggle becomes the hardest**

During my time in Chicago I watched, a man struggle to get promoted. After many months of trying, he decided to go to another job. What he didn't know is that he was going to get promoted just a week later

and he lost out on the opportunity.

The business world is full of stories where business men and women struggled and even failed before they succeeded. Look at the lives of Colonel Sanders, Thomas Edison and even Walt Disney.

## **3) Don't change or modify what you're doing. Keep your faith**

The story of Job is heart-touching. Job was a blessed man who feared the Lord. Job was also very wealthy and had many children. One day God was bragging about faithful servant, Job, to Satan. The devil accused God of

protecting and spoiling Job with all the blessings he had. Satan dared God to remove His hand of blessing from Job, thus to prove that Job would curse God.

God agreed to allow Satan to attack Job. At first, Satan was only allowed to afflict Job's wealth and family. But alas, Job's health was soon to be taken as well. We read in Job chapter one that Job lost nearly everything—his sons and daughters, his crops, his livestock. In chapter two Job loses his health and his wife's support and encouragement. She prompts Job to curse God, but he does NOT.

Notice the phrase repeated over and over again in Job 1:16, 1:17 and 1:18 —" While he was yet speaking." While someone was breaking the bad news to Job, someone else would bring more bad news before the first person had even finished speaking. Then another person came with more bad news before the second person had finished. In all, four people had brought devastating news to Job.

Can you imagine the shock both Job and his wife felt? How awful the evil reports they had received, they had lost nearly everything. Job's wife became bitter. Yet in all this, Job refused to accuse or curse God, "In all this Job sinned not, nor charged God foolishly" (Job 1:22).

People in your life will support you quitting, changing, or modifying your situation when you are struggling because they don't want to see you in pain. That does not mean it's OK.

### **Lessons learned (Some quotes are from John Maxwell)**

- Meet the negative experience with something positive.
- You will never stub your toe standing still. The faster you go the more of a chance you have to stub your toe.
- Where there is no struggle there is no progress.
- A bend in the road is not the end in the road unless you fail to make the turn.

- Learn to make positive changes in the wake of bad experiences.



# MINDSET

"Don't let February slow you down"

- Gary Harper

# MINDSET: KEEP POSITIVE

## Keep Your Positive New Year's Momentum Throughout 2018

It's Not Always New Year's That Will Make Or Break You.

Last month, the calendar turned and 2017 wound down. 2018 arrived in all its grandeur, and with all of its promise. If you are like most of us, you looked back at the year just passed to review your successes and failures and, hopefully, to count your blessings (I hope there were many). I personally also tried to bid farewell to 2017's disappointments so that I could focus on the new: 2018.

I asked my students what they asked themselves last month, and here are a few of the things that they shared:

- Will this be the year of business growth?
- Will this be the year that things fall into place personally?
- Will this be the year that we will always look back at and remember as the time when our dreams and goals were realized?

You can see, we all have pretty lofty expectations for 2018. Now ask yourself:

**How is 2018 going?**

If you are like a distressing number of investors, you may have to admit to yourself that you are losing or even have wholly lost your New Year's momentum. Well, it's time to get it back.

## Make New Year's Day Last All Year Long

Many of us seek to make huge, positive changes when the clock strikes midnight on December 31. We celebrate the beginning of the New Year, and often we make resolutions to change things in our lives. Some of us resolve to lose weight, scale our businesses, make more time for our families. We all make our resolutions in an effort to be the person that we want to be.

I'm sure everyone makes these resolutions with every intention of keeping them, yet they often go unrealized. Why? Could the issue be as simple as failing to plan properly and neglecting to focus on the plans we do make? If you feel like you are losing your New Year's momentum, take a deep breath and remind yourself: We're only one month in. *You still have time.*

I truly believe that February, far more so than January, can be a "difference-making" month for investors and business owners seeking to make big changes in their operations, lifestyles, and habitual behaviors. Imagine looking back next year at this time and remembering 2018 as the year that made a difference in your career, your personal development, and your family's future.

## 2018 is (Still) a Brand-New Year!

This can be the best year you have ever had in your working life.

- It can be the most fun.
- It can be the most personally fulfilling.
- It can be the year of your greatest professional and personal growth.
- It can be the year that you look at twelve months from now and say, "This was the year that I made a huge difference in my life."

Take a look at the professional goals that you set last month. Evaluate them ruthlessly. Are they the right goals for your success? Here are a few things to ask yourself about those goals:

- **Do they involve things that you can influence or control?**

Setting goals entirely outside your ability to meet them is a good way to lose faith fast. Make sure your stated goals are under your control. The best way to do that is make them at least partially about yourself, which leads us to the next question...

- **Are you working on yourself?**

You need to work first and hardest on yourself. Your personal and work objectives should play a primary role in your goal setting. I always suggest making one of your resolutions to never lose focus on the goals that you have set for yourself. Make it now! Don't wait until December 2018.

- **Can you be held accountable?**

Goals like "be nicer" sound good, but they are hard to quantify. If you want to be nicer, then define what will indicate success or failure in that pursuit. Starting today, review your progress and your goals regularly and hold yourself accountable to meeting the parameters you have set around your personal success.

**If you set realizable goals that can be achieved by actions that are under your direct control – then you are the only one that can stop yourself from achieving them.**

All of these goal-setting processes can and should be applied to your real estate investing business and your entrepreneurial goals as well. However, because you will probably be working with more people than just yourself to meet these goals, the preparation process is a little longer and will involve a few more people. Here are a few common business goals that people set this past January and say they are already falling down in meeting (or have even given up completely):

- Scaling up their business
- Improving customer service
- Getting more repeat business and referrals
- Helping others in the community
- Optimizing business operations

Whatever it is that you want to accomplish in 2018, don't let the "February Blues" tell you that you already missed your chance if you didn't get the ball rolling January 1, 2018, or if you didn't keep it rolling the first 31 days of the year. Whatever it is that you want to make of this year, you still have plenty of time in which to do it. Make 2018 exactly what you want it to be, and become the person you want to be in the process.

## Setting S.M.A.R.T. Goals

SMART goals meet a set of criteria that are best remembered using the mnemonic device or acronym, "SMART." SMART goals are:

- Specific
- Measurable
- Achievable
- Realistic
- Timed (have a deadline)

For example, a goal to lose weight stated this way, "I want to be thinner in 2018," is not a SMART goal because it is not specific, cannot be measured, and does not have a deadline. On the other hand, "I want to lose five pounds each month for the next four months" is closer. It is specific (you want to lose five pounds a month), measurable (all you must do is weigh yourself), achievable (this falls within most healthy norms for weight loss),

and has a deadline. Of course, whether this is realistic must be determined on a case-by-case basis, but it seems likely that in the majority of cases this type of goal would be realistic as well.

# VITAL BUSINESS SYSTEMS

"The Greatest Real Estate  
Strategies Fail Without Scale"

- Gary Harper

# VITALLY IMPORTANT SYSTEMS

As a business coach, I meet entrepreneurs every day who are great at creating a sellable product but struggling with running a business. They have made the jump from employee to entrepreneurship and they are having success, yet still struggle with scaling properly.

Have you ever said these things to yourself?

- "I'm stuck, and so is my business."
- "I have problems solving issues."
- "I have the wrong people in my business."

Statements like these usually indicate your business has become too complex or your communication patterns have deteriorated. You are working in the business instead of on it, and usually your productivity and growth have plateaued as well.

To grow and overcome these issues, business owners must focus on six main areas of business: leadership, vision, people, processes, data, and communication.

## **Leadership**



Before we have the right to lead others we must make sure we lead ourselves. **The very first person you must lead is yourself.**

I love being reminded every time I fly of the importance of taking care of ourselves first. Think about that emergency oxygen mask you hear about at the beginning of every flight. Every flight attendant instructs you to put the mask on yourself first so you can effectively take care of others.

**Key Leadership Question:**

**What areas of my life need changing?**

*Ask yourself this every day.*

## Vision

As leaders, it is our job to provide a vision for others to follow. As John Maxwell says, "The leader finds the dream and then the people. The people find the leader and then the dream."

Your purpose in life, your "why" as it is often called, provides focus for employees. It tells them where you are going. It enables you to determine if they are the right match for your goals, and helps them decide if your goals are a match to theirs. When this match exists for both parties, productivity is the result.

Create a vision plan that includes:

- Your core values
- Goals for the next 10-30 years, broken down into 3-5-year goals
- A one-year focus plan with goals set for every 90 days for each leader on your team

**Key Vision Question:**

**Do you have a clear vision in writing that has been properly communicated to your entire staff and is shared by everyone?**

## People

*"He who thinks he leads, but has no followers, is only taking a walk!"*

*- John Maxwell*

*"The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it."*

*- Theodore Roosevelt*

Every company needs to take the time to document positions in the company necessary for growth based on their documented vision. Then, hire the right people for those positions based on their abilities *and* whether they align with the company's core values.

Putting the right people in the right positions will give you the confidence to step back and work on the business instead of always being in it.

### Key People Questions:

- Do you have the right people based off your core values?
- Are they in the right position based on their abilities?
- Do they know their role and the role of others in your company?

## Processes

Process mapping is a simple tool that allows you to identify the processes start and end points and the departments responsible for the steps in the process.

Although it sounds intimidating, process mapping is vital to your success. Business owners often tell me they do not have time to map their business processes. However, process mapping will actually free up your time in the

long run. You do not have to create a 1,000-page operating manual. Just identify your 10 main processes and start knocking them out.

There are two categories of process maps: "As Is" maps and "Should Be" maps (see sidebar on p.)

#### **Key Process Question:**

- **Are your company's main processes documented?**
- **Do your employees follow them?**

## **Data**

Most people overlook this area in their business entirely or say they have it handled because they track their financials. Data is much, much more than just your profit-and-loss (P&L) statement. Your data can and should be used as a scorecard, a dashboard, a flash report, a metric, a pulse report, a key performance indicator, and so much more.

This information enables business owners to accurately predict where the business is going and determine if the company has a healthy heartbeat.

In most businesses, there are between 10 and 20 key metrics that need to be tracked weekly and another five or 10 that should be tracked monthly. Once you have a baseline, add in weekly and monthly goals that must be met to keep the company growing. Assign these metrics to the proper people on the team to insure accurate, timely reporting. As a bonus, once you have a good data tracking system in place, you will be able to better enjoy spending time away from the office because you will quickly be able to evaluate the health of your company at any time.

#### **Key Data Question:**

**What are the key metrics in your business?**

If you don't already know the answer, I plead with you to take time away with your team and develop these numbers. Then, use them to hold your business accountable.

# Communication

Proper communication reduces complexity and adds accountability in any business process. Good communication starts with having the right

meetings to ensure you are delivering value to your company. Good communication prevents bottlenecks and train wrecks where the left hand doesn't know what the right hand is doing. It allows you to review goals and provide accountability to your vision.

Three meeting structures are crucial to effective communication:

## 1. Daily Huddle

This meeting has a simple agenda: good news, daily expectations, announcement/introduction of visitor, and a compilation of needs from each department.

## 2. Weekly Business

This is the meeting where you work on the business. Review the current state of the business by evaluating goals and metrics, identify key issues, and spend the next hour problem solving.

## 3. Town Hall

I believe this may be the most important meeting of them all. This weekly meeting allows the visionary/owner the ability to share their vision to the whole company. This meeting should last no more than 30 minutes. Start off with public praise, then communicate company wins, and then end it with the vision for the quarter and month. Include your long-term vision as well. **This meeting helps define the culture of the business and helps motivate the staff weekly.**

With all meetings, you should set up a routine. Each meeting needs to start on time and end on time. They need to be at the same time and the weekly meetings need to be on the same day.

**Key Communication Question:**

**Is everyone in your company on the same page about goals, company vision, and how they contribute to each?**

## **The Right System Changes Everything**

When companies have inefficient systems in place, it hinders employee productivity. A great employee working with an inefficient system is not only an inefficient and ineffective employee, but you are essentially paying for an employee to do work they cannot fully accomplish. This leads to high turnover rates and lack of confidence within your organization.

Once you have these systems in place, you will be able to:

- Scale properly
- Bring out the best in employees
- Reduce employee stress levels
- Allow you to stop micromanaging
- Reduce employee turnover
- Dial in your business processes
- Create the right culture in your business
- Create a Vision for all to follow
- Get your team all on the same page and pulling in the same direction

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## **Sidebar: A Little More About Process Mapping**

Why Process Mapping?

The answer is simple: It helps you understand and analyze your current way of working. It allows you to redesign and improve the process. You can use process mapping to implement a standard way of working and to train new employees.

There are two categories of process maps: "As Is" maps and "Should Be" maps.

**We use "As Is" maps to truly understand how a process works in the real world.**

Use your "As Is" map to really learn about your own process. I use these maps to remove waste, improve efficiency, and automate when possible. When I'm done, instead of an "As Is" map I have a "Should Be" map.

**We use "Should Be" maps to establish performance standards, service level agreements, standard processes, and process expectations.** They are also great for training purposes and to help determine and set customer expectations.

# A SHARPER SOLUTION

On the edge of worry? Wondering just how you're going to implement everything we've gone over? Click below to make a change.

[MAKE A CHANGE](#)