



How to Capture Tribal Knowledge

The process of eliminating tribal knowledge from your business is vital to...your freedom. You can add to that the fact that your business will be considered more valuable, run more efficiently and realize a higher level of client retention and satisfaction when you work diligently to share what you know in more than words.

This is not an overnight process but rather an ongoing form of continuous improvement. Stay diligent and be honest with your answers. If core values are of interest to you and your long term goals matter, your efforts in this scope will be energy well spent.

How do you start?

Easy. Begin by answering these questions. By the end of this questionnaire, you'll have a very good idea of where you need to dive deeper into process development, training and mission statements.

Let's get started...

- 1) How many hours a week do you work *in* your business?
- 2) How many hours a week do you work *on* your business?
- 3) When you take a vacation, who runs your business?
- 4) How many employees do you have?
- 5) Do you employ strategic partners?
- 6) Take a few minutes to write down the things **ONLY** you can do...

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

invent RESULTS

7) Take more time to write down the things you have no idea how they get done and name the “Doers”.

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____

8) Are your goals named and visible to others?

9) Do you have an SOP manual?

10) If you become incapable of working through sickness or death, how long will it take for your business to stop operations?

Make a list of what you think should have a written procedure but do not and then answer the “WHY”...

1) _____

WHY _____

2) _____

WHY _____

3) _____

WHY _____

4) _____

WHY _____

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5) _____

WHY _____

6) _____

WHY _____

7) _____

WHY _____

8) _____

WHY _____

9) _____

WHY _____

10) _____

WHY _____

Make any additional comments or concerns that you're concerned about as they relate to uncontrolled processes or procedures...

For support, questions, directions please write MICHAEL@INVENTRESULTS.com