

# THE POWER PLAY

Weekly Insights for Family Business Leaders

## THE PLAY OF THE WEEK

### Stop Working Without a Playbook

Imagine your favorite sports team taking the field with no playbook—just making it up as they go. Chaos, right? Yet so many businesses operate this way, hoping for consistent results without consistent systems.

The best teams—and the best businesses—win because they have a playbook. They know what works, they document it, and they repeat it. Consistency isn't luck; it's a system.

If you want predictable results, you need repeatable systems.

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## GET ON THE ICE

### This week's challenge:

1. **Identify one thing your business does well—every time.** Maybe it's onboarding a new client, handling a service call, or closing a sale.
2. **Write down the steps.** Don't overthink it. Just list out what you do, in order, when it works best.
3. **Share it with your team.** Make it your first playbook page. Challenge your team to follow it this week and see what happens.

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## QUOTE OF THE WEEK

*"We're not going to talk about what we're going to accomplish. We're going to talk about how we're going to do it."*

— Nick Saban