

THE POWER PLAY

Weekly Insights for Family Business Leaders

THE PLAY OF THE WEEK

Stop Solving Everybody Else's Problems

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.

GET ON THE ICE

- Before you answer the next problem that lands on your desk, ask, what do you think we should do?
- Pick one decision you make every week and hand it completely to someone on your team
- Resist the urge to jump in even when they do it differently than you would
- Celebrate when they solve it themselves. That is the culture you are building.

QUOTE OF THE WEEK

"There was a time when my phone was ringing nonstop. Then I asked my team to start thinking on their own. My phone stopped ringing, their decision making muscles grew stronger, and I had more time to grow the business."

— Kevin Cassidy