

Exceptional Leaders...

Identify The Critical Success Factor

In a recent speech, Continental Airlines CEO Larry Kellner stated that one of the leading reasons for Continental's™ turnaround is the ability of all employees to focus on one key performance indicator. This was the on-time arrival of aircraft. This impacted many other indices such as lost baggage and customer satisfaction. They reduced the very complex process of running an airline into one simple idea and doing it well, beating the industry in on-time arrivals.

In his book ***Good to Great***, Jim Collins referred to the Hedgehog Concept. This included simply identifying what you are passionate about, what you can be the best in the world at, and what drives your economic engine. It was shown that the confluence of these factors leads to incredible success.



Thought Provoker

What are you and your colleagues really passionate about?

Do you know the 'one big thing' that you do very, very, well?

What is the one key activity that is a driver for your economic success?

Are you focusing on it?

Do you have a culture that will allow you to openly discuss the critical success factor and to focus everyone's attention on it? (Continental gives a monthly payment to every employee when they meet their on-time performance objectives.)

Exceptional Leaders identify the one success factor beyond all others that creates success for their company and they relentlessly focus on it.

Exceptional Leaders take the time needed to make sure that they are coming across to others as they intend to. They capitalize on their strengths and build organizational support in area that are more of a challenge for them. ♦

By Silver Fox Advisor – Bruce Anderson

