



# EP. 107 CHIP GRABOWSKI

WITH HOST DON YAEGER

(9:15) "After you lost the National Championship, you examined your systems and were back at practice the next day. That is one of the great things sports teach us as business leaders: Yes, you were at the pinnacle and lost. You can \_\_\_\_\_, but at the end of the day, you have to get up the next day and get back to work."

(9:40) Everyone on your team must understand the mission and believe in the systems. So ask yourself:

- What is our mission?
- If I asked three team members, would their answers align?
- What systems do we have in place?
- Were the people using the systems involved in creating them?
- How regularly do you ask for feedback about efficiency of process?

(10:45) One of Chip's "Harvest Ways" includes staff members walking customers to the restroom instead of pointing. It is the little details in his systems that stand out. What little detail could you add to your processes?

(14:50) I want to ask my team three questions every week:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

(18:50) " \_\_\_\_\_ is a big part of our organization. We're trying to explain to our teammates that they are not there just to take an order. They are there to give people enjoyment. That's purpose."