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The "Different Perspectives" Newsletter

It can be fun to step back and look at the world from a different angle. Here, we step back and look at commonly used words in business and life, ask a provocative question, and see what others are doing differently by applying a different lens on life. I hope you enjoy "Different Perspectives" and that you begin to step back when needed and observing what else is possible.

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Word Choices

System /sis-tuhm/, noun. Def - a coordinated body of methods or a scheme or plan or procedure. Any formulated, regular, or special method or plan of procedure.

It is interesting to look at the root of some words to really understand them. System comes from the Greeks in or around the early 1600's and can be broken down into "Sy" or "with, together" and "ste" or "to cause to stand." So, if you look at the root words, it can mean to cause or stand together. Or, to come together for stability of action.

System, or the idea of a system, can produce a feeling of comfort or agitation. For me, I get both feelings - the comfort of knowing that a reliable step-by-step process that can help automate something that I am doing in my business is VERY comforting, especially when it will take work off of me and my team. Where I get agitated is the thought of having to document the steps and to implement the process. Many resist systems, or the idea of a system because it feels too restricting or too "big business" like. I get it.

However, Edward Deming stated that 94% of all business success is determined by systems places an importance on aligned, coordinated, and executable processes. He

also stated that 99 out of 100 problems in a business arise from the systems, or lack thereof. If a business does not have processes or systems in place, as it grows and expands, you can expect chaos to follow it.

Systems do not just operate in big corporate businesses. Personally, we all have systems on how we do things, like paying our bills on time, doing the regular household chores and maintenance, and going to the gym and working out or training for an athletic event. I firmly believe where there is chaos, there is confusion and lack of clarity and most likely a faulty, old, or missing system or process. If you don't have a system to handle the mail, there is a high likelihood that you will miss paying a bill or two and the consequence of that is a ding on your credit personally. Imagine if a business did not have systems in place, what could possibly go wrong on a daily, weekly, monthly, or yearly basis.

Question of the Week

1. Where do you have chaos or confusion in your life right now? Look to create a system and watch that area improve.
2. Where do you want to grow in life? Look to create a system or process to help you.

Lessons from the Camino

As I wrote this newsletter about systems, I was reminded of the incredible network of trails, signs, albergues, and companies that make the Camino de Santiago such an incredible experience and journey. And, to think that this has been going on for centuries makes it even more spectacular.

One of my fears while I was preparing for the Camino was missing a marker or getting off trail and getting lost in Spain. After completing the 500 mile trek, I am now convinced that I would have to be pretty lame to get lost. The system of trail markers that are at every fork in the road, every corner in town, and every path takes the fear and eliminates it within the first mile.

Also, I heard stories of Pilgrims who stopped at an albergue for a coffee and left something behind. If something like that happened to me, it would cause a panic attack and probably a small tantrum that I would have to backtrack God knows how many

km's to retrieve that object, adding way too many unnecessary steps to my day. However, there were incredible stories of Pilgrims going through this exact scenario and sharing their story with the cafe owner several miles ahead of where the object was left and within an hour or so, that cafe owner, who knew the albergue owner where the object was left, called them and the object was brought up to the Pilgrim within the hour. The network and system of Albergues and cafes along the Camino is like a circulatory system in our body - it is all connected.

One final "oh my! story" on the Camino happened in the little town of Vitoria de Rioja on my way to Belorado. As I walked through some of these smaller towns, they always seemed empty, as if no one lived there, but yet, the houses were all well-maintained, and looked to be in good shape. In Vitoria, the town was a ghost town and I saw no one. All of the window and doors were shut and I wondered what was this town doing here and what was its purpose. Then, as I was getting ready to leave the town, I noticed some signs on a building celebrating the "milenario nacimiento" or "Millennial Birth" of that town and its role in the Camino with the dates of 1019-2019. That town had been a part of a system of pilgrimages for over a thousand years! Now that is a system!

Did You Know?

There are numerous companies and information sources out there to serve businesses to help them improve and grow. I am part of one that I truly believe in and help clients by installing a system, [Bloom Growth](#). Here are a few articles on systems in business and these also could be used in life.

[Six Sigma](#)

[EOS](#)

[Forbes](#)

Book Suggestions

One of the most important aspects of creating systems and communication in a business is trust. If you don't have trust, no one will believe in the systems you are trying to create and implement and the staff could view it as a negative idea. One of my

favorite books to read on this topic is...

["Speed of Trust. The One Thing That Changes Everything", by Stephen R Covey.](#)



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