

Business Acumen

Decisiveness

KPIs need to be developed decisively. This requires an understanding of which performances need to be measured and how they should be measured. Creating random metrics will not help gauge the effectiveness of your organization.

Decisive KPIs

- **Define areas to monitor:** Determine which areas are successful and which ones need improvement.
- **Identify criteria:** Brainstorm ideas, and use them to create criteria that need to be monitored. For example, criteria would include customer conversion or units per transaction,
- **Define the measurements:** Create specific SMART goals to monitor. An example would be an average of three units per transaction.

Develop a Sense of Always Learning

1. **Imitation:** We learn from observing and imitating others such as instructors or respected mentors.
2. **Reception/Transmission:** Reception is the experience that requires you receive a transmitted message. It may be written or verbal, and it can include values as well as academic understanding.
3. **Exercise:** Actions and practice create learning experiences. These can occur in any action that you practice such as writing, meditation, or computer programs.
4. **Exploration:** Searching for answers or discovering information requires individual initiative. This comes from websites, interviews, books, etc.
5. **Experiment:** Experimenting or assessing the success of a project shows different possible outcomes and influences problem solving.
6. **Creation:** The creative process is also a learning process. These can be individual or group projects. The process ranges from painting to developing a new survey.
7. **Reflection:** Analysis before, during, or after an action is a learning opportunity. This can be done on a personal level or with the help of friends and colleagues.
8. **Debate:** Interactions with others cause us to defend or modify our perspectives. These are potential learning experiences.

Recognize Your Blind Spots

- **Request Feedback:** Ask trusted friends and colleagues for honest assessments.
- **Reflect:** Take the time to reflect on your decisions, thought processes, and actions. If you are honest with yourself. You will identify blind spots.
- **Study:** Use books, courses, etc. to help you become more in tune with your views and potential blind spots. Figure out what you don't know and strive to learn.

