



Are you trying to increase revenue, boost productivity, or improve customer service? You're probably trying to do all three. EVERY ONE of these goals depends on the daily decisions made by those on your team. If you're having trouble getting people to think on their feet, you're not alone. Getting people to solve problems and think critically has become one of the top challenges among thousands of companies across the nation. Perhaps you're one of them.

Everyone likes to think they're a good critical thinker. But the reality is otherwise. Have you seen these behaviors?

- Failure to anticipate unintended consequences
- Hesitant to act without "checking in" first
- Not sure where to turn when the answer can't be found on Google
- Not being able to discern the larger context of a situation or problem
- Asking the boss, rather than taking initiative when confronted with the unexpected

Do these problems sound familiar? There's no shame in admitting these challenges exist within your organization. You've got LOTS of company.

Boost performance by building a *think-on-your-feet-workplace*. Common Sense Enterprises is ALL about helping organizations, like yours, to improve performance, increase revenue and add to the bottom line. We accomplish this via in-person, virtual and hybrid seminars, along with webinars, self-paced courses and small group coaching.

"Every time I hear Bob speak, it inspires me to think about how we're going to manage our next generation of leaders. It's really been valuable for our company."

Greg Fuller, President, North Mechanical

People in a "think-on-your-feet" workplace:

- Take initiative without asking for permission or approval.
- Work collaboratively with colleagues and customers.
- Think three and four steps ahead before acting on decisions.
- Make confident, independent decisions rather than relying on the boss for instructions.
- Become students of the inevitable mistakes and unexpected challenges.
- Celebrate others' work and accomplishments.
- Embrace the organization's mission and goals.
- Actively participate in the culture by making suggestions and constructive comments.
- Take calculated risks, knowing that the boss has their back.
- Pursue personal development in order to mature as critical thinkers.
- Genuinely trust those around them to work for the common good.

Attend this session and get your team to:

- Take initiative without asking for approval or permission when they are unsure what to do next.
- Make a habit of “thinking outside the screen” for answers and resources.
- Anticipate possible obstacles when making decisions rather than being surprised by the unexpected that could have been predicted.
- Make confident decisions without relying on the boss for instructions.
- Learn collaboratively from mistakes and unexpected obstacles that arise on any job.
- Take time to recognize the accomplishments of others to build a sense of support and trust.
- Make suggestions and provide constructive comments that help everyone.
- Take the calculated risks that come with any job without retreating into “safe decision syndrome.”
- Invest time in personal development to grow as a critical thinker.
- Work for the common good and embrace the teamwork critical to a think-on-your-feet workplace.

Industry Clients Include

Mechanical Contractors Association of America
Mechanical Service Contractors Association
Sheet Metal Air Conditioning National Association
Mechanical Contractors Association of Indiana
New England Mechanical Contractors Association
Mechanical and Service Contractors of Eastern PA
Mechanical Contractors Association of Texas
Mechanical Contractors Association of Chicago
Alaska Mechanical Contractors Association
Mechanical Contractors Assn. of Metro Washington
New York Mechanical Contractors Association
Mechanical Contractors Association of Omaha
Service Fitters Industry Promotional Fund of NY

What Others Are Saying

Keeping contractors in a room for a half-day seminar is a challenge. But keeping their attention is an even harder task. You accomplished both.
Kathy McFadden, MCA Metro Washington

I have already heard from many of the attendees, several who mentioned that you were the highlight of the retreat.
Gary Fowler, MCA of Georgia

It is obvious you know your subject. Those who attended cannot stop discussing it and those who were not able to attend realize they missed a unique and informative program.
Rick Lundvall, Eastern IA & Western IL MCA

I'm sure those attending took some new and viable ideas back to their offices. I look forward to seeing you at future MSCA events.
Robert Malia, MSCA

How to Build a Think-On-Your-Feet Workplace

can be delivered as a virtual, hybrid or in-person interactive seminar of any length of up to four hours. It can also be delivered as a webinar of up to two hours. A self-paced version of this course will be available later in 2022.

**Planning a meeting or know of an event
where this topic would be a good fit?**

Let's connect about the possibilities!
bobw@commonsenseenterprises.net

1-800-227-5510