

I.T.D.U.G.

by Eureka  Process

Presents:

Core Values

The Ultimate Process

About IT Documentation Users Group

Facebook

➔ [@ITDUG](https://FB.com/groups/ITDUG)

For all users of IT Documentation systems to share and learn tips and tricks from each other!

➔ <https://eurekaprocess.com/category/itdug/>

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Founder

Tracy Hardin

- Founded in KY in 2001

Next Century Technologies

- May 2018: Founded to co-learn ITG
- Aug 2018: all platforms/New co-admin
- Sep 2019: 1000 members!
- Jun 2020: 2000 members!
- Now: Over 2500 members!



Allen Edwards

- Co-admin ITDUG
- IT Pro since 1994
- Former MSP Owner
- Successful Sale
- Doubled two other MSPs
- EOS Implementer
- Founded Eureka Process, LLC



Eureka Process

EUREKA PROCESS

The Business, Process and Documentation Experts

**IT BUSINESS
CONSULTING**

**LEADERSHIP
COACHING - EOS**

Documentation

- ITGlue
- PassPortal

PSAs

- ConnectWise
- Autotask

CSAT/ESAT

- Smileback
- TinyPulse
- BizRatings

Reporting

- BrightGauge
- CW Report Writer
- AutoTask Gauges

**TOOLS
ADMINISTRATION**

VIRTUAL TEAMS

- Service Manager
- Dispatcher
- Quality Control
- Screening/Hiring
- CIO
- COO
- CMO

**SUBSCRIPTION
WEBSITE**

- SOPs
- Monthly Conference
- Available Help

What is a Core Value?

A CORE VALUE IS ANY ROUTINE BEHAVIOR THAT IS CORE TO A PERSON OR ORGANIZATION, TYPICALLY UNCHANGING. IT IS REVEALED THROUGH BEHAVIORS, NOT INTENTIONS.

-ALLEN EDWARDS



The Five Fundamental Truths About Core Values

1

Core Values are so core that I guarantee your company already has them.

2

Core Values help your team operate when there is not a process to cover the situation.

3

Core Values guide your team in developing processes that exhibit those core values.

4

Core Values give you a great template to hire against.

5

Core Values give you the confidence to know when to fire.

The Core in Core Values

- Always Exist
- Leadership

Core Values are the Ultimate Process



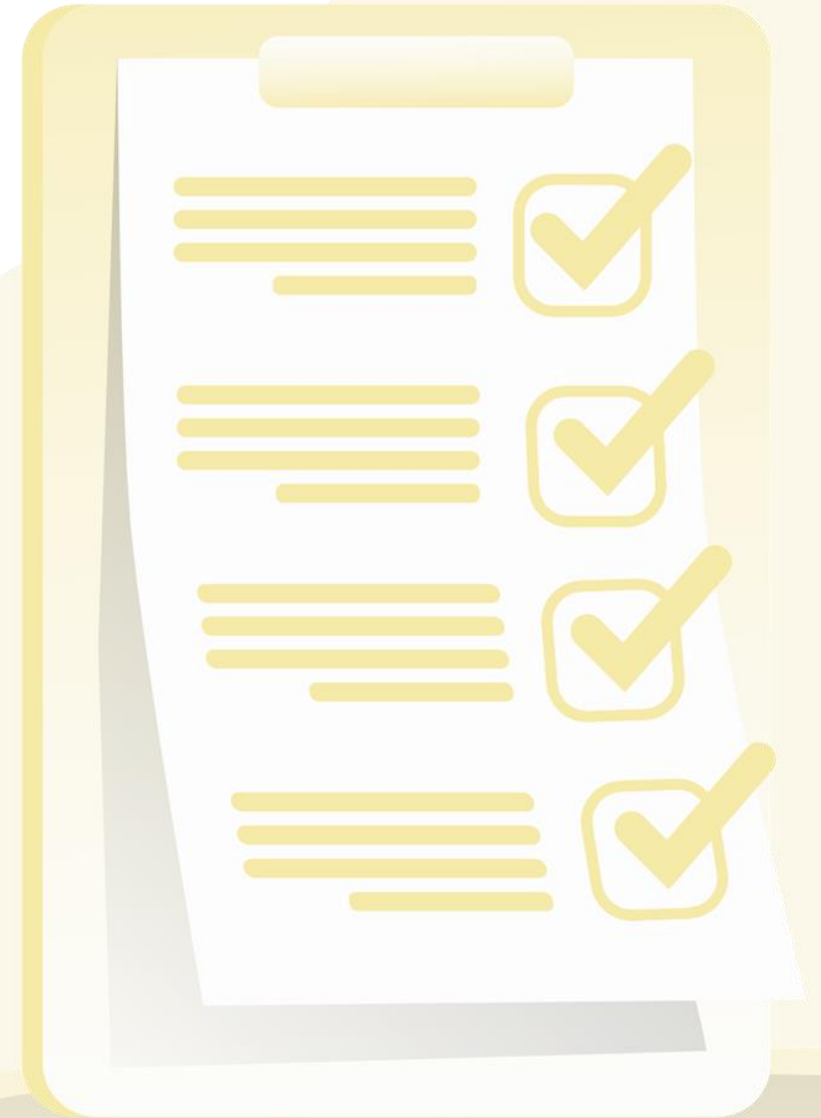
Core Values Help Guide Process



Core Values Help You Hire



Core Values Help You Fire



Developing Your Core Values



Create

- Leadership Team
- Brainstorm
- Describe your Best Employee
- Describe your Role Model

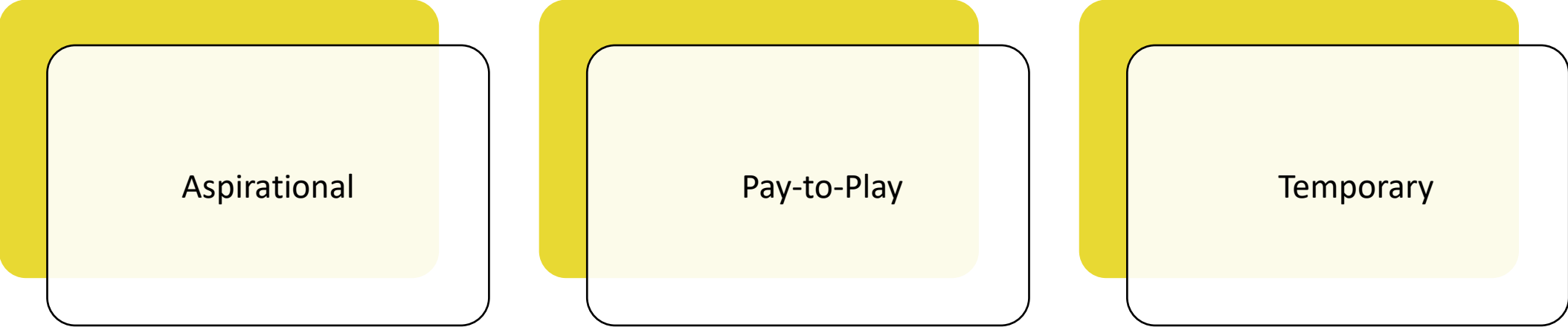


Curate

- Combine
- Cross Through



The Three Traps



The diagram consists of three identical elements arranged horizontally. Each element features a dark yellow rounded rectangle in the background, with a white rounded rectangle in the foreground. The white rectangle has a thin black border and contains text. The first element is labeled 'Aspirational', the second 'Pay-to-Play', and the third 'Temporary'. To the left of the first element, there are two vertical blue bars. To the right of the third element, there is a vertical yellow bar.

Aspirational

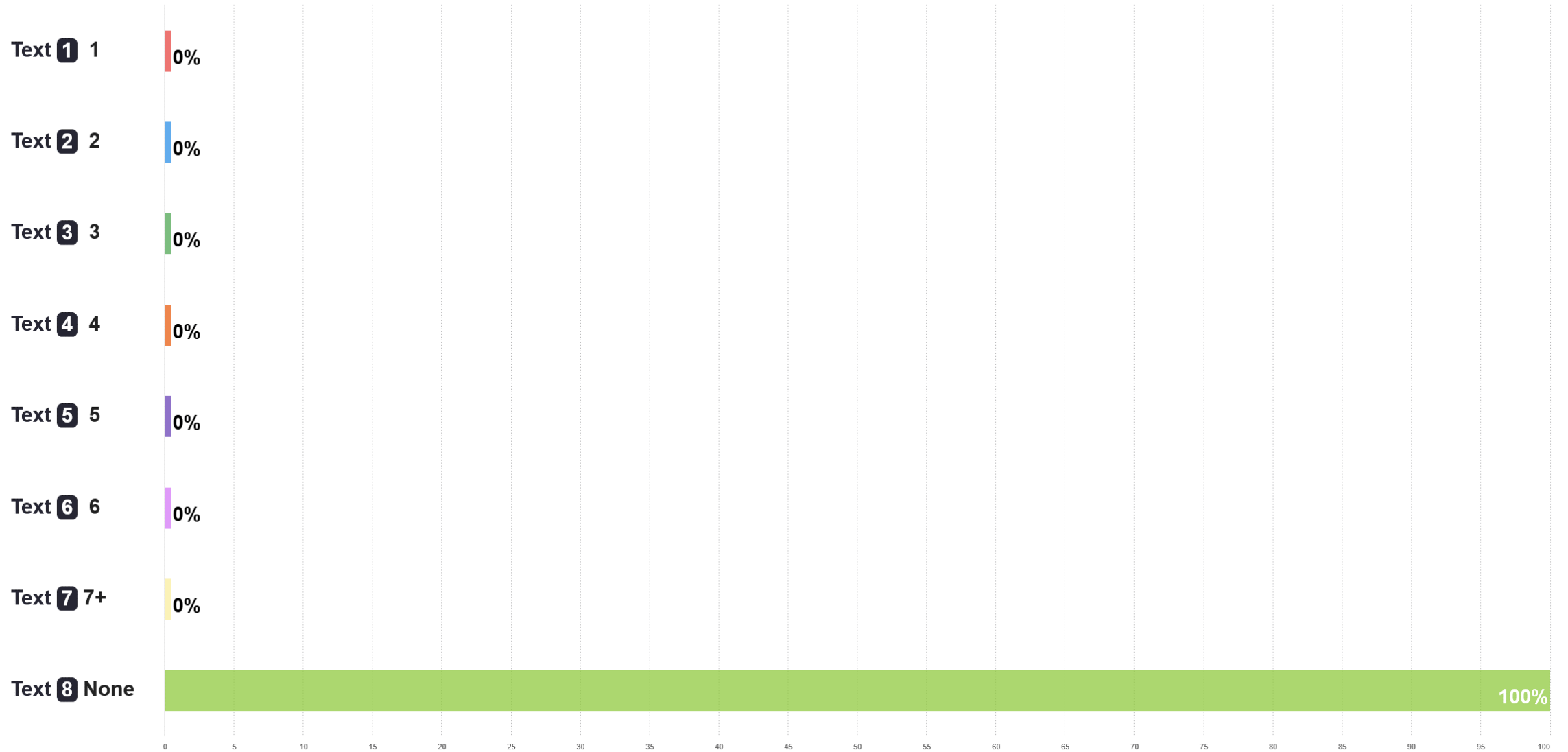
Pay-to-Play

Temporary

Text your vote to: [\(205\) 883-8760](tel:2058838760) OR go to swiftpolling.com & enter **14795**



How many Core Values does your firm have?



How Many Core Values is enough?

A screenshot of a poll interface with a dark background. The poll asks "How Many Core Values is enough?". There are five options listed, each with a corresponding number of votes and a small circular profile picture icon. The options are: "What's a core value?" (6 votes), "4-6" (3 votes), "1-3" (2 votes), "12" (1 vote), and "1 - Not going to pointless webinars that just turn out to be sales pitches instead of giving any useful info." (1 vote). The "12" option is highlighted with a blue background, indicating it is the selected or most popular option.

Option	Number of Votes
Added by you What's a core value?	6 votes
Added by you 4-6	3 votes
Added by you 1-3	2 votes
Added by Stephen Shaw 12	1 vote
Added by Brian Cook 1 - Not going to pointless webinars that just turn out to be sales pitches instead of giving any useful info.	1 vote

Define

- Title
- Definition
- Story

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

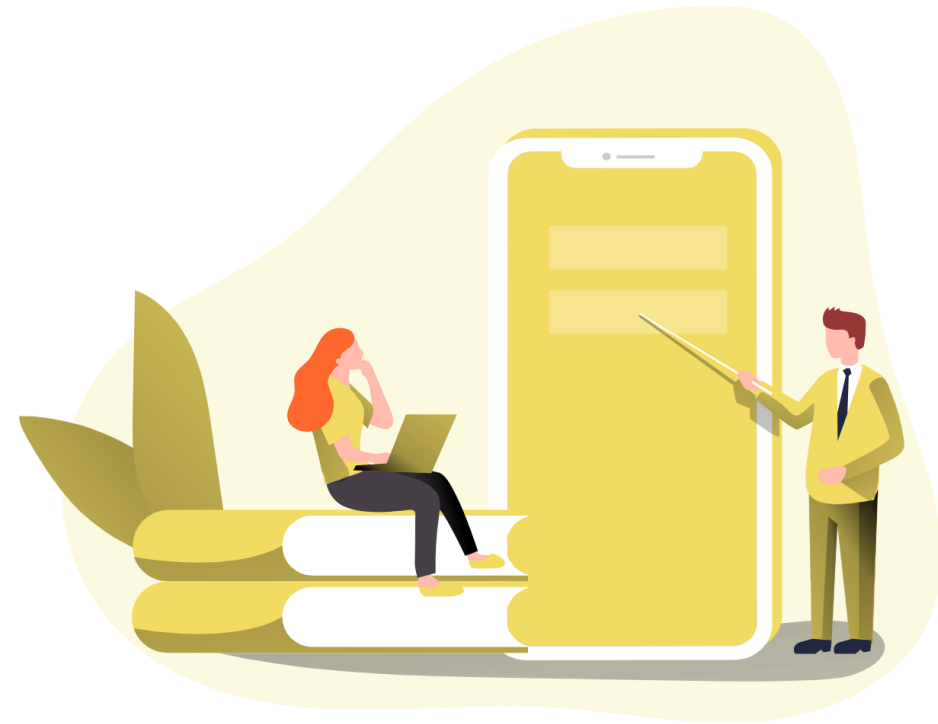
- Maya Angelou

Culture of Core Values



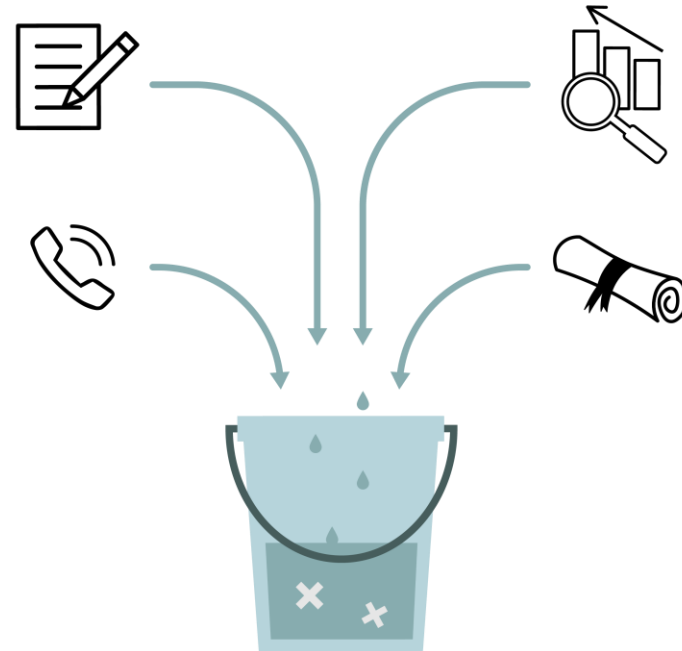
Catching Up

- The Core Values Presentation
- Definition
- Story

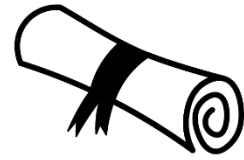
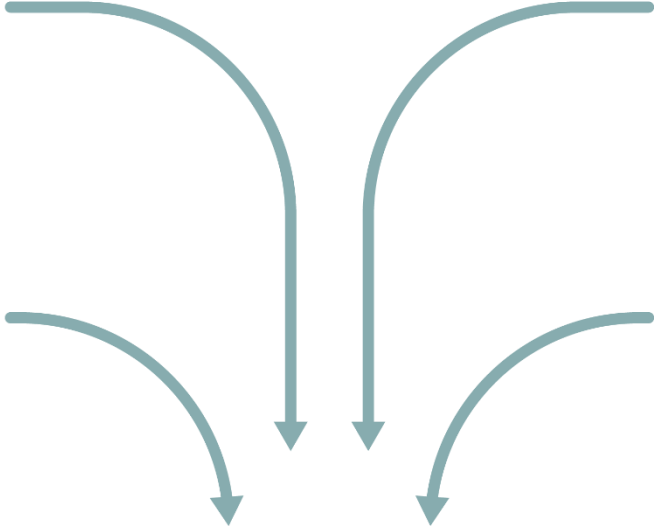


Daily Core Values

- Reward
- Coach
- Stop LBS







Core Values Presentation

Eureka Process as the Example



Why Share Core Values

- Our process when there is no process
- A test to Hire and Coach based on





Our Core Values



Freedom

We value the freedom to be away from the office, just as much as the freedom to work and provide. We want to enable our clients, team members, and vendors to do the same.

Relationships

We value relationships over transactions. We want the best for all of us. We thrive when you thrive.

Continuous Improvement

We feel that growth is life! We want to keep getting better and doing better by enabling the same for our clients. We want all stakeholders to grow personally, financially, their knowledge, and their confidence.

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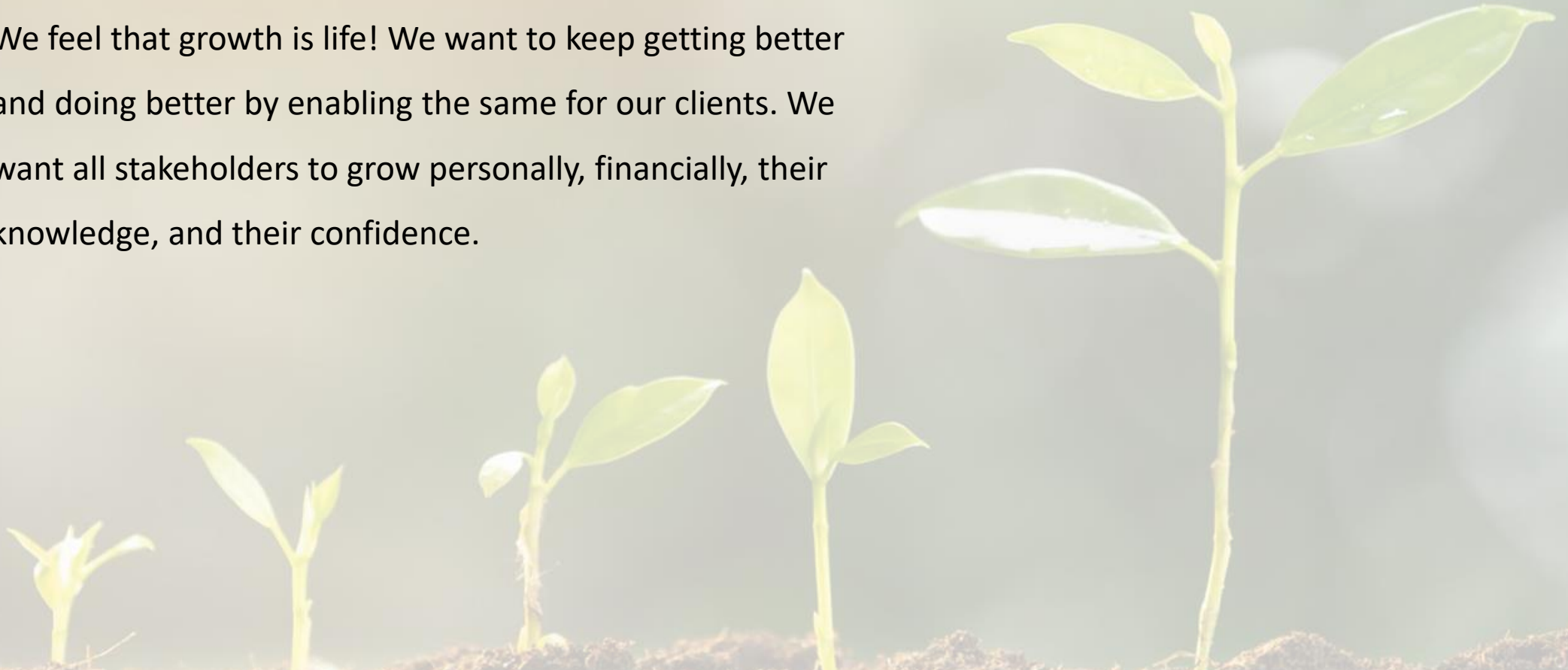
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■ Your Turn

||
Want to Share Specifics –
Your Core Values?
Questions?



I.T.D.U.G.

by Eureka  Process

October 28

11:30am PST / 2:30pm EST

Resources

EurekaProcess.com

EurekaProcess.com

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IT Documentation Users Group (ITDUG)

fb.com/groups/ITDUG

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