



WHAT MAKES A GREAT BUSINESS?

- List a few businesses you REALLY like and think are great companies
- What do you like about them?



NORDSTROM





WHAT MAKES A BAD BUSINESS?

- List a few businesses you really DON'T like
- What don't you like about them?

GREAT BUSINESSES AND BAD BUSINESSES

- What DO you like about great businesses?
- What DON'T you like about bad businesses?

2 ATTRIBUTES OF A GREAT BUSINESS

- 1. They have a great product that generates enough sales and revenue to thrive in business
- 2. They do everything in their business REALLY well



GREAT BUSINESSES DO EVERYTHING WELL

A GREAT BUSINESS

WHAT IT'S GOOD AT

WHAT IT'S BAD AT

Marketing	
Customer service	
Sales	
Hiring and firing	
Product development	
Planning	
Assessment	
Design	
Management and Human Resources	•
Finance and accounting	



GREAT BUSINESSES DO EVERYTHING WELL

ATTRIBUTES OF A GREAT BUSINESS PERSON

- A willingness to take risks
- Optimism
- Confidence
- Resilience
- Grit
- Humility



GREAT BUSINESS PEOPLE KNOW WHAT THEY DON'T KNOW



Things I'm Good At Doing

- Math
- Making sales calls
- Answering the phone

Things I Like Doing

- Meeting new people
- Making sales calls
- Doing detailed work

Things I'm NOT Good At Doing

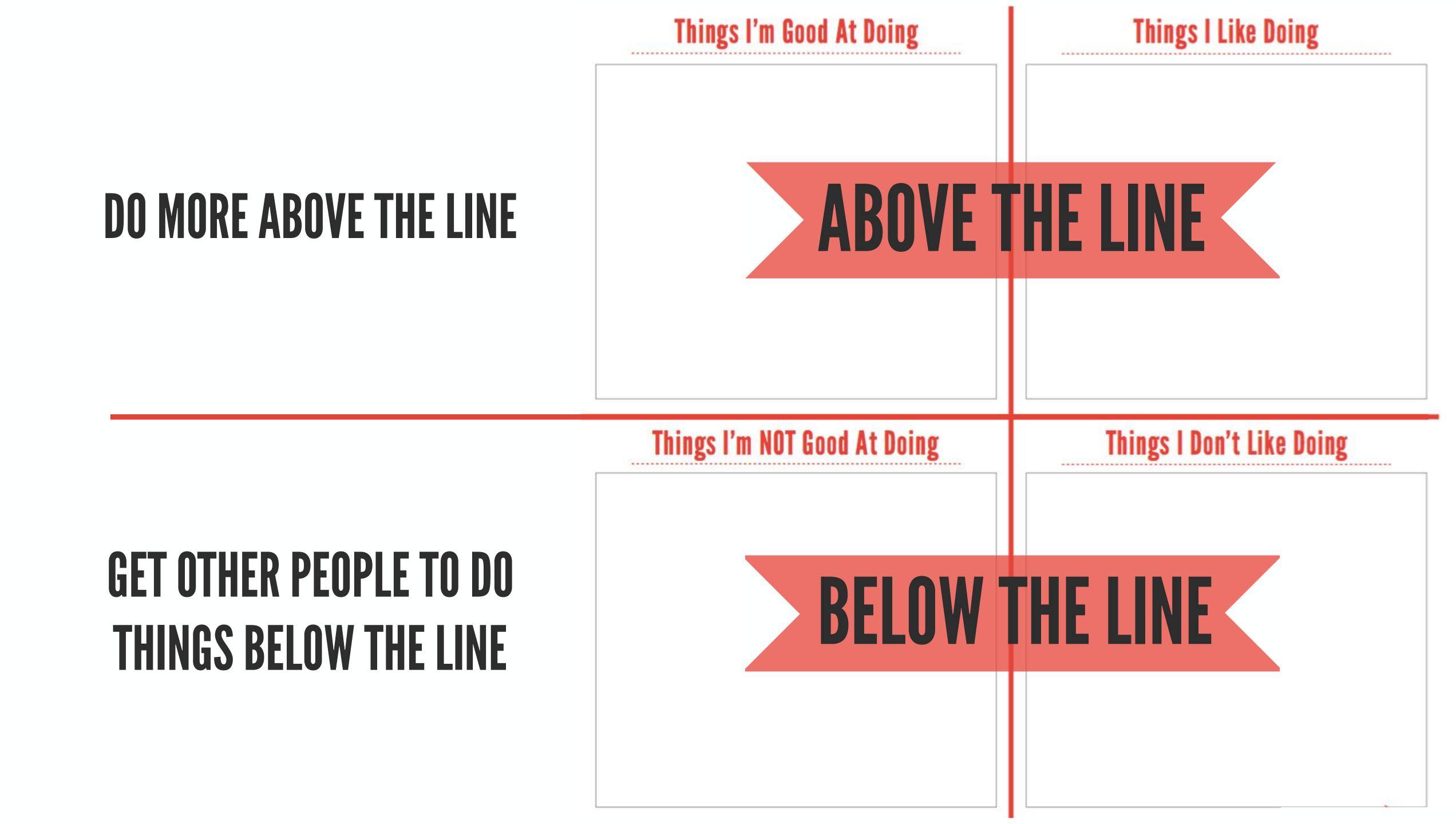
- Answering the phone
- Making sales calls
- Being a salesperson

Things I Don't Like Doing

- Dealing with customers
- Managing employees
- Networking









GREAT BUSINESSES DO EVERYTHING WELL

If you don't learn how to GET OTHER PEOPLE

to do what you're *not* good at, you will *never* build a great business.





RECOMMENDED READING

- In Search of Excellence by Tom Peters
- The \$100 Startup
 by Chris Guillebeau
- Outliers: The Story of Success by Malcolm Gladwell
- The 4-Hour Work-Week by Tim Ferriss
- Out of the Crisis
 by W. Edwards Deming