

"Nick has cracked the code on operational efficiency."

—Tony Robbins

COME UP FOR AIR

How Teams Can Leverage Systems and Tools
TO STOP DROWNING IN WORK



NICK SONNENBERG

A PDF COMPANION TO THE AUDIOBOOK

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INTRODUCTION



The CPR[®] Framework

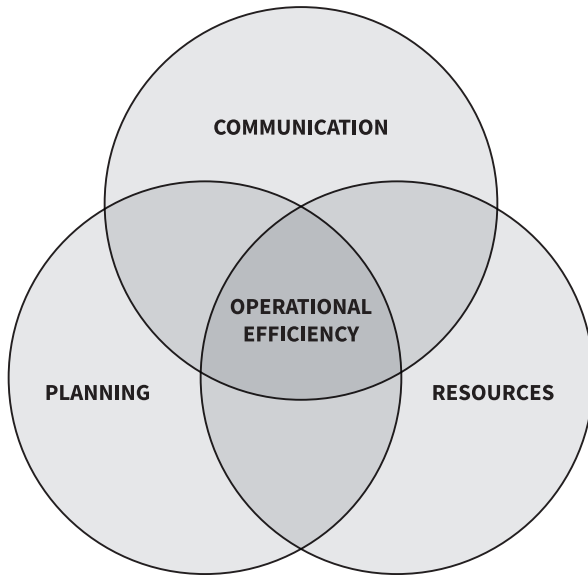
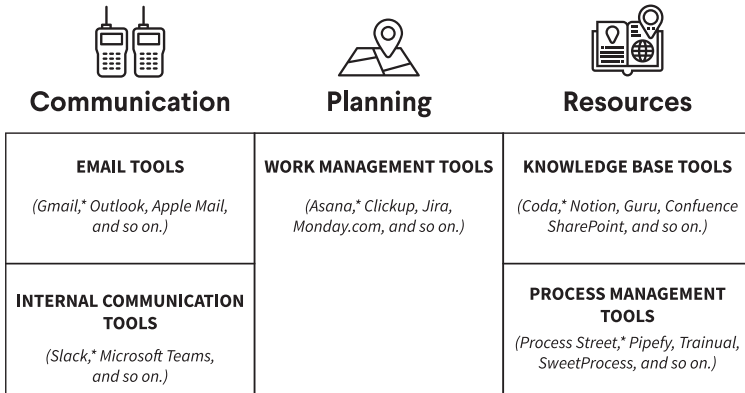


FIGURE 1

1



The CPR[®] Framework



**Tools we use at Leverage*

FIGURE 2

Complexity Scales Exponentially with Team Size

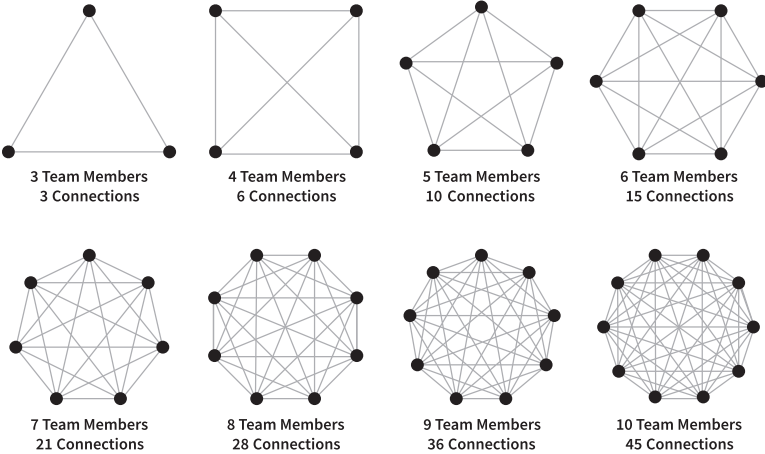


FIGURE 3

THE CPR FRAMEWORK QUIZ

Try taking this CPR quiz by indicating which tool to use for each type of action. When you've finished the book, come back and compare your answers to see how much you've learned.

1. You need to tell your friend you're running late.
2. You have an update to share with your team about a project you own.
3. You need to onboard a new team member and can't remember how to do it.
4. You need to find the company logo/brand files to create a design.
5. You have a question on a task you're responsible for.
6. You want to talk to an individual team member about a client.
7. You need to find your company's vision document.
8. You need to store a signed copy of a contract.
9. You want to make a company-wide announcement.
10. You need to reach out to a client that hasn't yet paid an invoice.

You can take this quiz and get your results at comeupforair.com.

3



External Communication

Inbox Zero Process

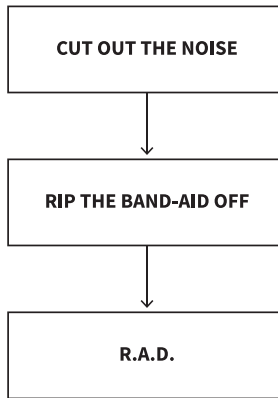


FIGURE 4



Efficient Meetings

The 4 Ways to Reduce the Cost of a Meeting



FIGURE 5

Do You Need a Meeting?

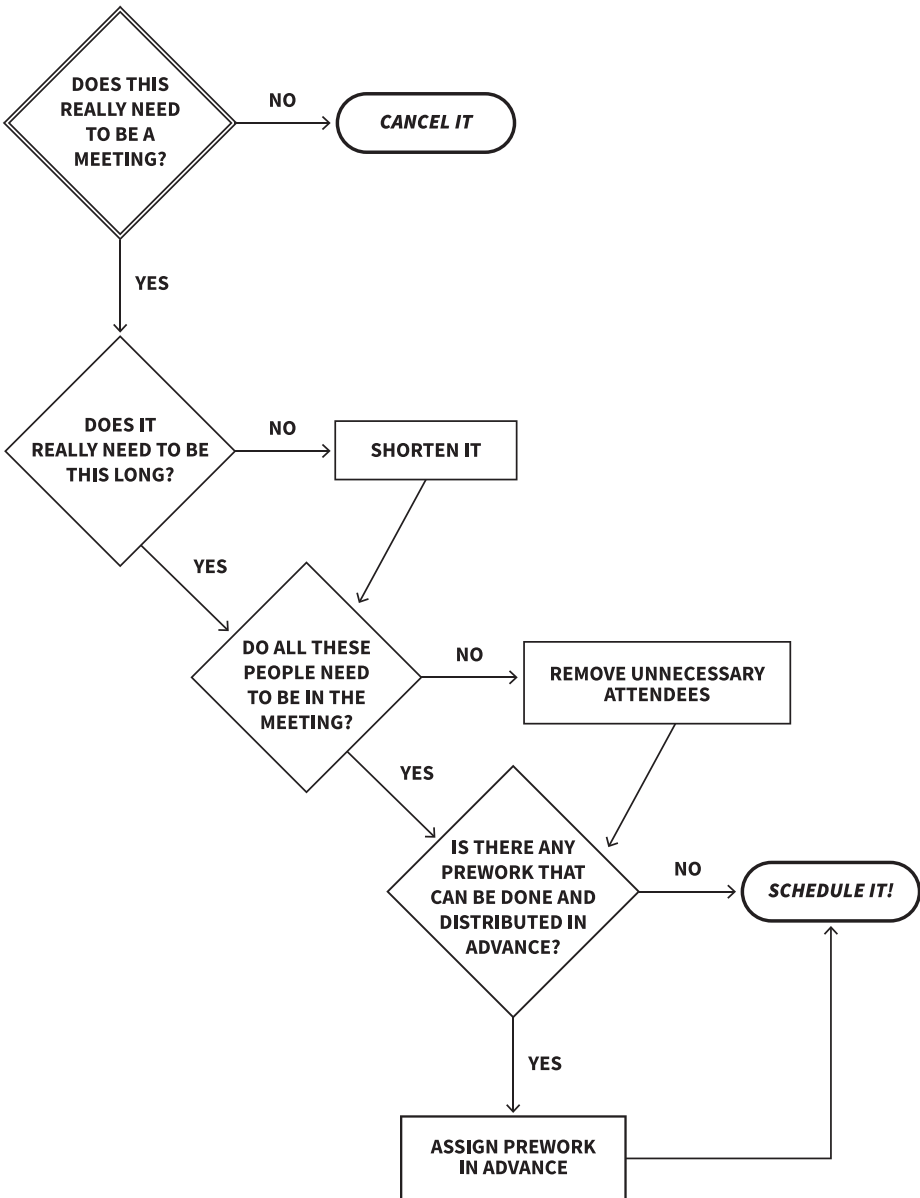


FIGURE 6

6



Principles of Efficient Work Management

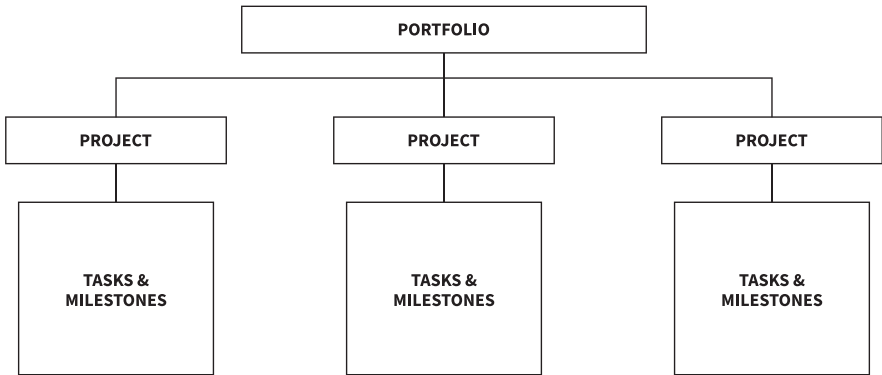


FIGURE 7

7



Workloads and Capacities

Sprint Planning

$$\text{Bandwidth} = \text{Capacity} - \text{Admin} - \text{Meetings}$$

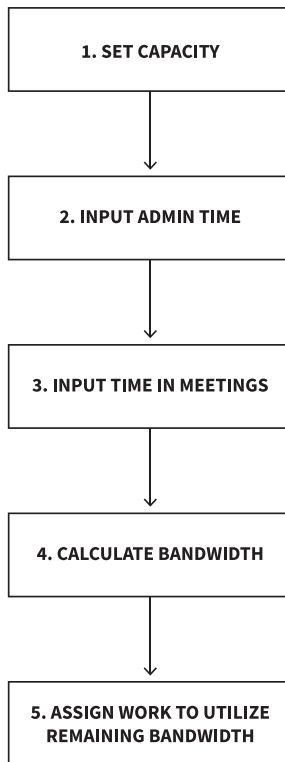


FIGURE 8

Bo's Bandwidth		Your Bandwidth	
Meetings		Meetings	
MONDAY	5	MONDAY	
TUESDAY	3	TUESDAY	
WEDNESDAY	2	WEDNESDAY	
THURSDAY	2	THURSDAY	
FRIDAY	1	FRIDAY	
WEEKEND	8	WEEKEND	
Total Meeting Time	21	Total Meeting Time	

CAPACITY	50	CAPACITY	
ADMIN	25	ADMIN	
MEETINGS	21	MEETINGS	
Bandwidth	4 hours	Bandwidth	

FIGURE 9

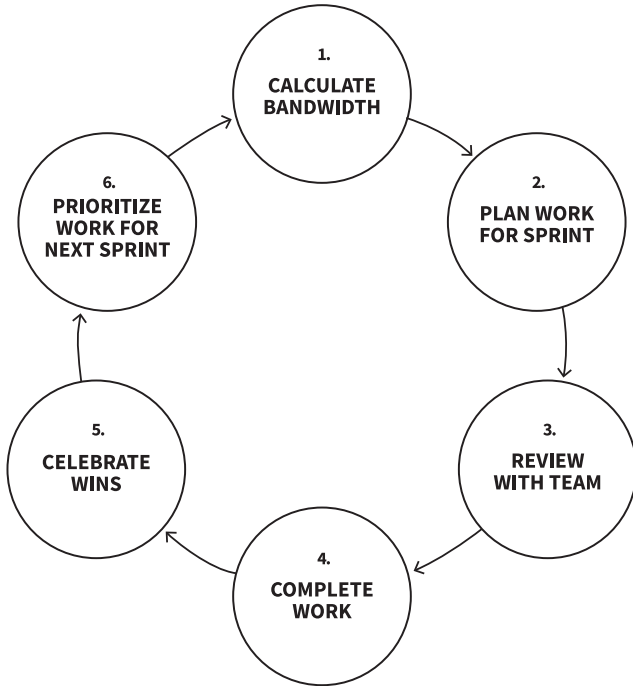


FIGURE 10



Goals and Planning

OKR

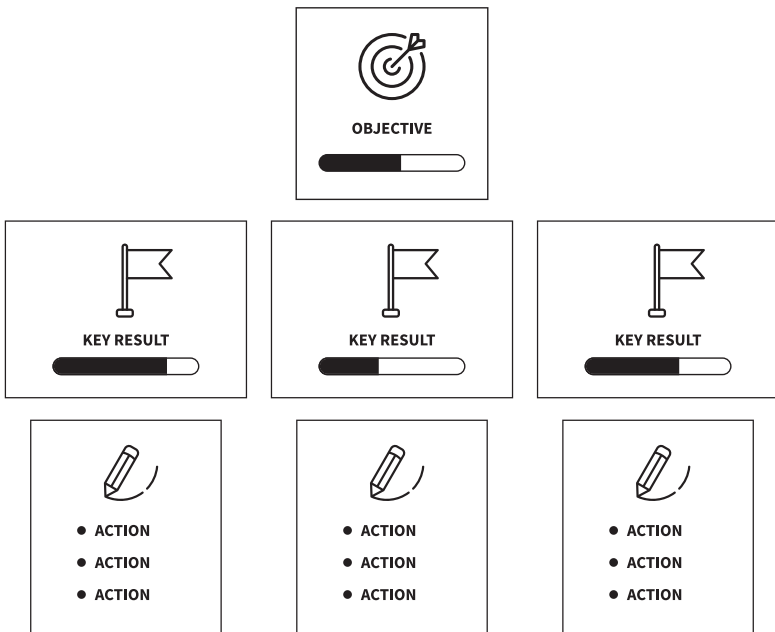


FIGURE 11

KEY RESULTS IN ACTION

	SCENARIO 1		SCENARIO 2		SCENARIO 3	
	Status	Points	Status	Points	Status	Points
KR1	On Track	1	At Risk	0.5	On Track	1
KR2	On Track	1	On Track	1	Off Track	0
KR3	At Risk	0.5	On Track	1	At Risk	0.5
KR4	On Track	1	Off Track	0	Off Track	0
Total	3.5		2.5		1.5	
Average*	87.50%		67.50%		37.50%	
Objective Status	On Track		At Risk		Off Track	

**Calculated by dividing the total points by number of key results*

PART 3

Resources

The 2 Types of Knowledge

STATIC	DYNAMIC
ANSWERS THE QUESTIONS: <i>Who, What, Where, When, Why?</i>	ANSWERS THE QUESTION: <i>How?</i>
<ul style="list-style-type: none"> • Policies • Roles & responsibilities • Company information • Key assets • FAQ • <i>Etc...</i> 	<ul style="list-style-type: none"> • How to run payroll • How to onboard a new hire • How to send a newsletter • How to produce a podcast • How to update metrics • <i>Etc...</i>
Goes in a KNOWLEDGE BASE	Goes in a PROCESS MANAGEMENT TOOL

FIGURE 12



The Knowledge Base

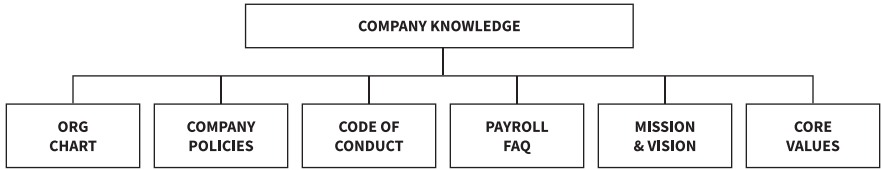


FIGURE 13

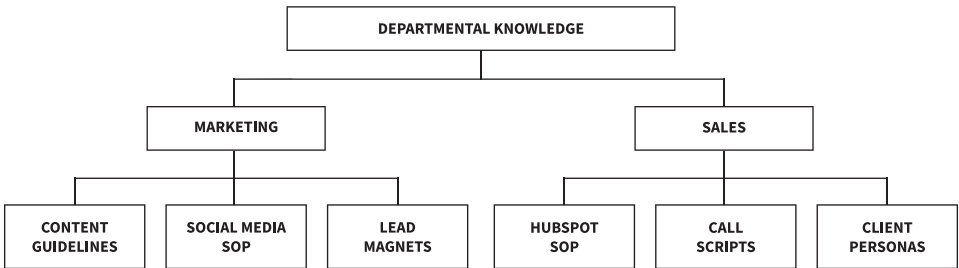


FIGURE 14

Knowledge Base Ticketing System

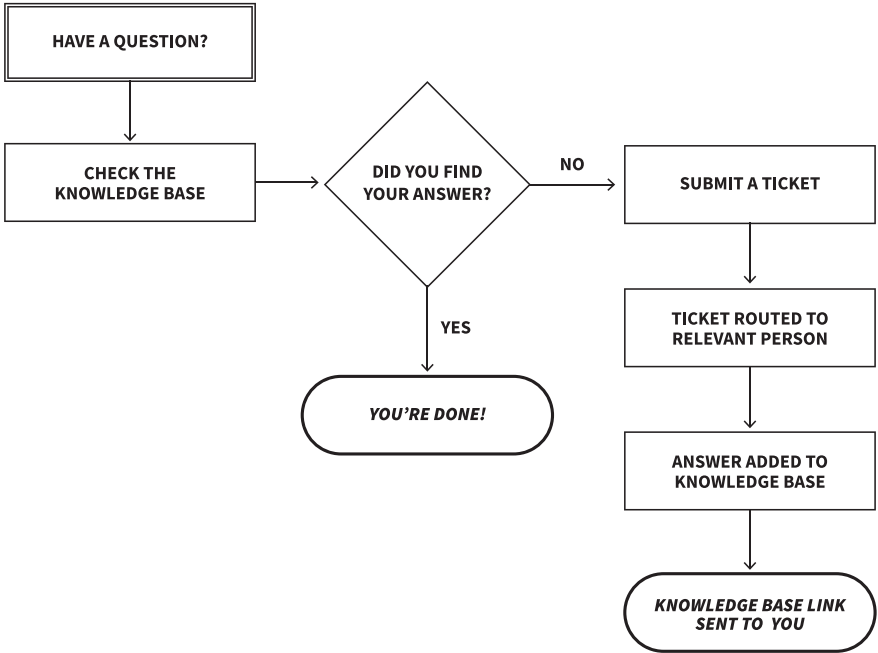


FIGURE 15

Process Documentation

The 8 Steps of Documenting a Process (Perfectly)

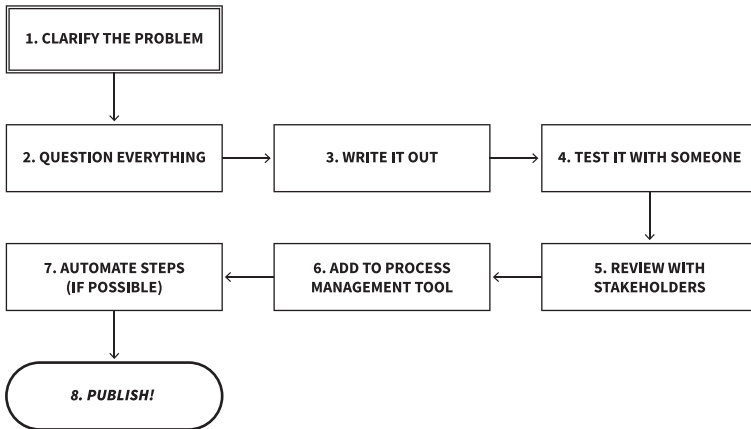


FIGURE 16