**J. Michael Locke**
**Musings**

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**#195: Musing**
**October 8, 2022**

Great Netflix words on culture --- *"we are a team, not a family. We're like a pro sports team, not a kid's recreational team. Netflix leaders hire, develop and cut smartly, so we have stars in every position."* I am all for building personal relationships at work. Knowing someone on a personal level makes you more effective as colleagues. However, there is a line on how personal you should get. Your relationship at work should be different than with your neighbor. This is especially true if you are the boss and speaking about folks on your team. You might have to take an "adverse action" against an individual and your judgment might get clouded if you are too close. Watch the old movie Twelve O'Clock High for a good example of the difference.

I think the best places to work are growth companies. Growth creates opportunity for everyone. It is a mindset. Every quarter should be a record quarter. The question is how fast you can grow. This creates upward mobility opportunities for the performers, economic opportunity for everyone and ultimately, returns for shareholders. Everyone should constantly strive to improve what they do and the business processes they are involved with.

Learned about the analytics maturity curve this week. Starts with just reporting historical results then using data to figure things out and then on to predicting the future. Good example — Macy's credit-card data early in the year revealed changes in shopping trends (more on gas, hotels and travel which they predicted would mean less on clothes) so they cut back on some merchandise orders and now don't have an inventory glut like the other retailers (according to WSJ). Great management with data.

**Analytics Maturity**

Traditional Model
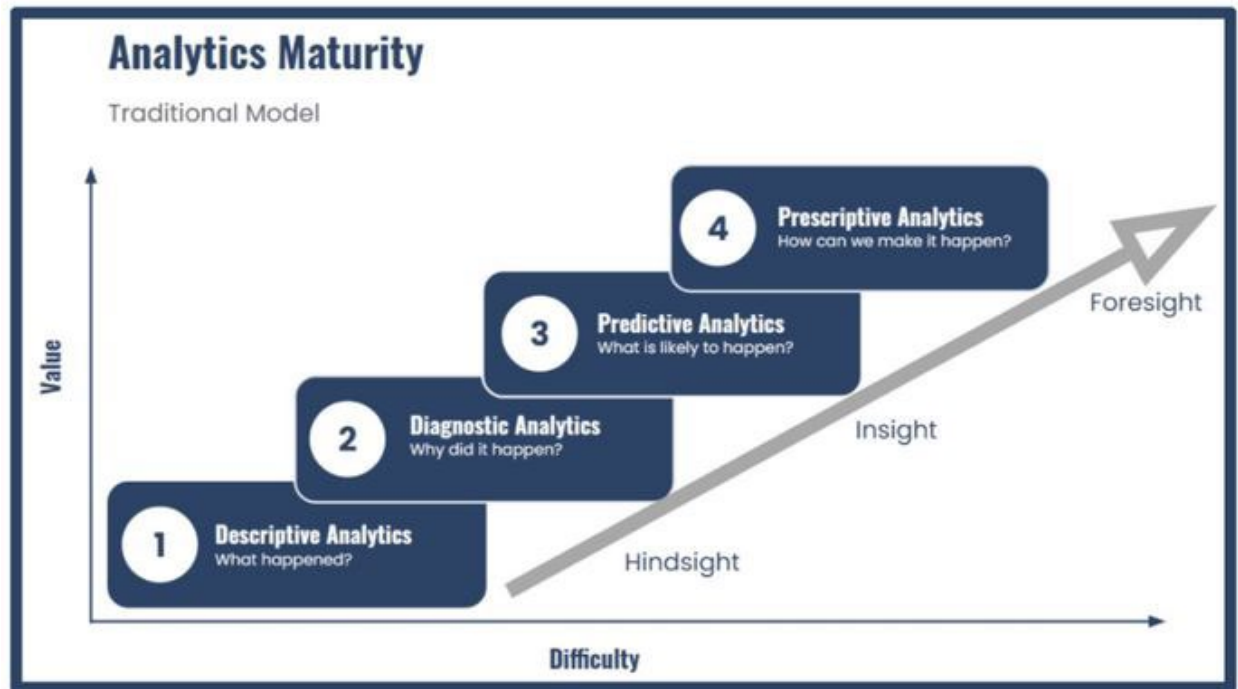
Wow have times changed.  Witnessed a guy go up to a cashier and ask if they accepted cash.  Guess we should call it a cardier.

New term for me — "bug bounty" — where software makers pay someone who has found a bug in their code.

Twitter CEO Parag Agrawal has done a nice job handling Elon Musk and now his shareholders are about to be rewarded with a transaction at a value probably twice the real value of the company.

Don't sit on bad news.  Go ahead and get it out to your team.  Be genuine, honest and appropriately transparent.  Ideally then you can have an event or activity post the bad news to help the team "move on."

I am a big believer in "if you are on time, you are late."  A good executive should in their seat or on the zoom call (or at the paddle court) 5 minutes before start.  I am not a packers fan but the clock in Green Bay is set 15 minutes ahead to reflect this concept which they call "Lombardi Time."

With the "casualization" of our society, swearing is on the rise with sweatpants.  From a recent study (https://preply.com/en/blog/cities-that-swear-most/):

- The average respondent swears 21 times per day.
- The U.S. city that swears the most frequently is Columbus, Ohio, at 36 times per day.
- The average age Americans start using swear words is 11.

- "Taboo" situations Americans are most likely to swear in include work (69%), in front of strangers (67%), and at the dinner table (63%).

Tough week for me as a graduate of Decatur, IL public school system.  Dismal results as highlighted by WSJ.  *"In Decatur, 2% of black third-graders are reading at grade level and only 1% are doing math at grade level."*  I have been told that some states forecast their prison populations and requisite capacity needs based on third grade reading level because there is such a strong correlation (back to predictive analytics).  *"This year 100% of Chicago teachers were evaluated as excellent or proficient. The students are failing but the teachers are great? That contradiction shows the system is corrupt as well as incompetent."* [illinois-shocking-report-card-reading-math-grade-level-decatur-teachers-school-](illinois-shocking-report-card-reading-math-grade-level-decatur-teachers-school-)

You know high noons have gone mainstream — now an option on Southwest Airlines.  Hope readers aren't in the sugar business.

Rip House of Dragon.  I give up — the show is just not good — Game of Thrones can only give you so much loyalty viewership.

Jml