

Adios ROI — OKR is the New **Success** Acronym

What's an OKR, you ask? It stands for Objectives and Key Results, which is a goal system being adopted by many companies, including Global Payments, for creating alignment and engagement around measurable goals.

The leadership team recently read up on OKRs in the book *Measure What Matters* by John Doerr. Now they're rolling out OKRs that align our company, culture, team, and individual goals to ensure each of them is specific, measurable, actionable, relevant, and time based.

Watch for more information about this new system in the months ahead. You can also review the **Measure What Matters** overview for additional details, timelines, and action items tied to TouchNet-specific OKRs.



Get the 411 on TouchNet OKRs with **15 on Friday**

Let's be honest. Friday mornings between 8:30 and 9:00 isn't exactly your peak productivity time slot. But now there's **15 on Friday!** Instead of squinting your way to the coffee pot and opening a couple of emails, you can spend a glorious half hour at the end of every other workweek powering up on pure TouchNet product information!

Here's 15 on Friday in a nutshell:

Product managers take turns kicking off the first 15 minutes with a topic they know inside and out, such as:

- High-level previews of new product initiatives
- Real-world examples of market updates informing our business
- Light bulb-moment product strategy summaries
- Big-picture road maps, and more

There's a second 15 minutes too — those are reserved for comments and questions.

The uncanny thing is, these are exactly the kinds of insights and plans we're measuring and setting goals for and aligning OKRs with!

In fact, the 15 on Friday series is literally a Communications OKR! Just imagine how ahead of the curve you'll be when you come to the next department meeting armed with your extra 15 on Friday knowledge! I know! It's empowering, right?



On February 28, John McElroy let everyone in on what's new in e-wallets. Let's just say some tokenization believers were born that day. Then on March 20, Micah Tremain brought his A-team strategy insights to a quick overview of TouchNet's mobile strategy. Attendees gave his uncanny timeliness and lively delivery enthusiastic thumbs up!

We know you need your coffee, but those Friday morning emails can wait. Join us on Zoom on April 3 for the next 15 on Friday. That's when Jennifer Twyford will set the stage for the upcoming launch of our hands-on interactive product workshops.

Regardless of the topic, every 15 on Friday features knowledge you can use — not just on Friday but for days, weeks, and months — if not years — to come.