

Anne Obarski

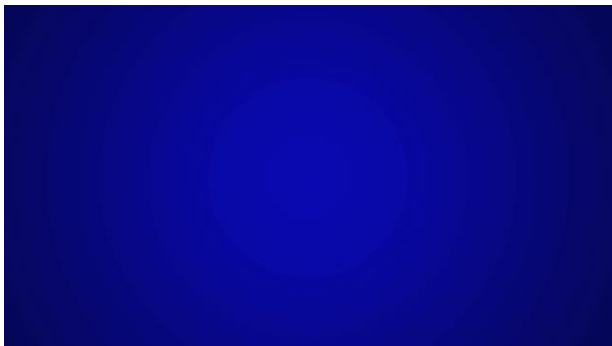
- Speaker/Author/ Retail Coach
- Be Contagious...
- On Purpose...
- In a good way!



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Leadership Tips for the new decade

- Being **intimidating** manager doesn't work.
- Give folks opportunities to **win early and often**.
- Get involved in **local events**.
- Emphasize numbers people **have control over**.
- Where do I **fit in?**
- Give employees a stake in the **outcome** for both **short and long term goals**.
- Determine, report and keep score of **important financials**.
- Company of owners will outperform a company of employees.**

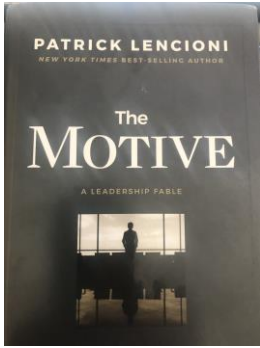
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Reward Leader:

*"You might be working **hard**, but you're not doing it for the company, you're doing it for **yourself**."*

Patrick Lencioni, "The Motive"

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*Answer the questions in the following manner:
If you are currently doing this and it couldn't be better,
give yourself a "2"; if it is in process, give yourself a "1";
and if it isn't in place at all, give yourself a "0".*

1. _____

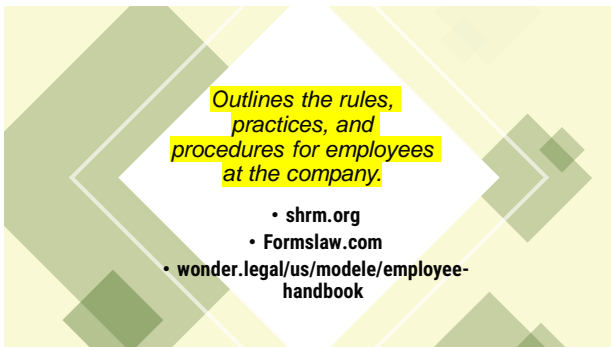
You have a current, updated company handbook...

that states the company mission and vision statements as well as the required performance skills for each employee in a straight forward format.

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2. _____

Your company uses assessment tools...

as part of their hiring process to better position each employee for success through better managing and communication skills?

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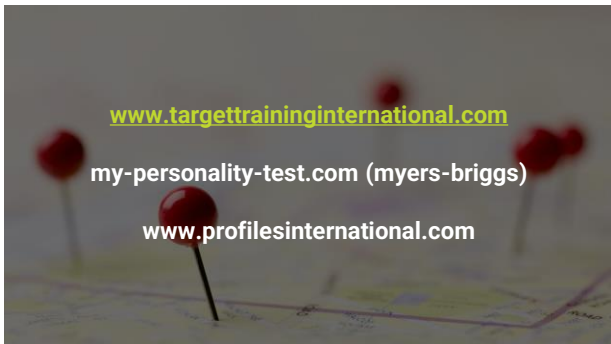
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Valuable employee info from an assessment tool

- Value to the organization
- Checklist for communicating
- Ideal Environment
- Keys to Motivating and Managing
- Areas for Improvement



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3. _____
You have a
**clear accountability for
business goals**
for all of the people in your
company?



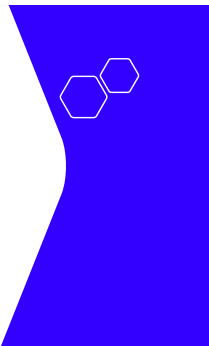
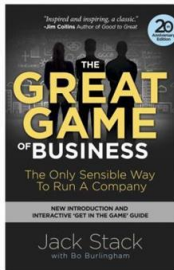
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37%
of financial
performance is lost
from
**strategy to
execution**

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4. _____

You have a well-developed *on-going training program* for customer service for new and experienced employees?



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5. _____

You have clear, *customer service measurement surveys* in place for all lines of your business that are used on an on-going basis?



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All employees at Amazon spend *two days every two years* working at the company's customer service desk.

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6. _____

You know how to effectively **give corrective feedback...** to your employees after receiving the information from customer service surveys.



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Gallup 2021



When managers provide weekly feedback, team members are...



3.2x more likely to strongly agree they are motivated to do outstanding work



2.7x more likely to be engaged at work

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7. _____

You have a **strong communication process...**

in place that allows every employee to positively connect with managers.

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Around **\$37 Billion** are lost yearly due to employee misunderstandings and bad communication.

(source: holmes report)



Apparently you missed the memo about "Funky Friday" being cancelled.

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8. _____

You have a **quarterly review process** for all employees that allows for reinforcement of performance skills.



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9. _____

You have a **reward program** in place for employees who deliver consistent or above and beyond excellence in job performance.



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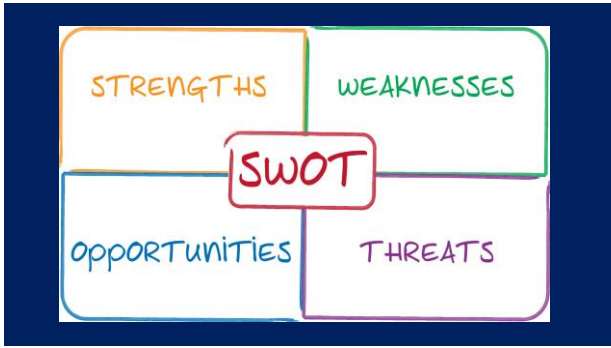
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10. _____
 You deliver your current **level of branding**, through all channels of marketing...
 so that your customers understand exactly **WHAT** you do, and **WHO** you do it for best, so they can be **CONTAGIOUS FANS!**

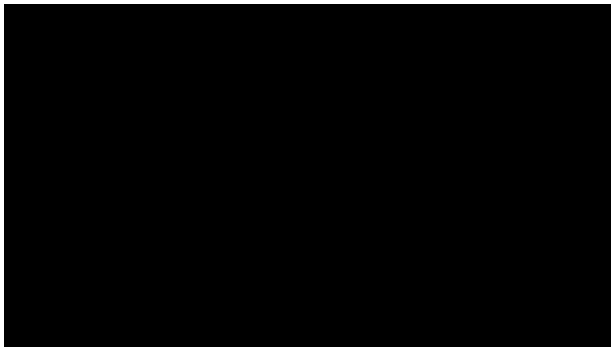
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"Customer service is your biggest defining advantage, why not make the most of it."



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