

Turn to your buddy
and say to them:

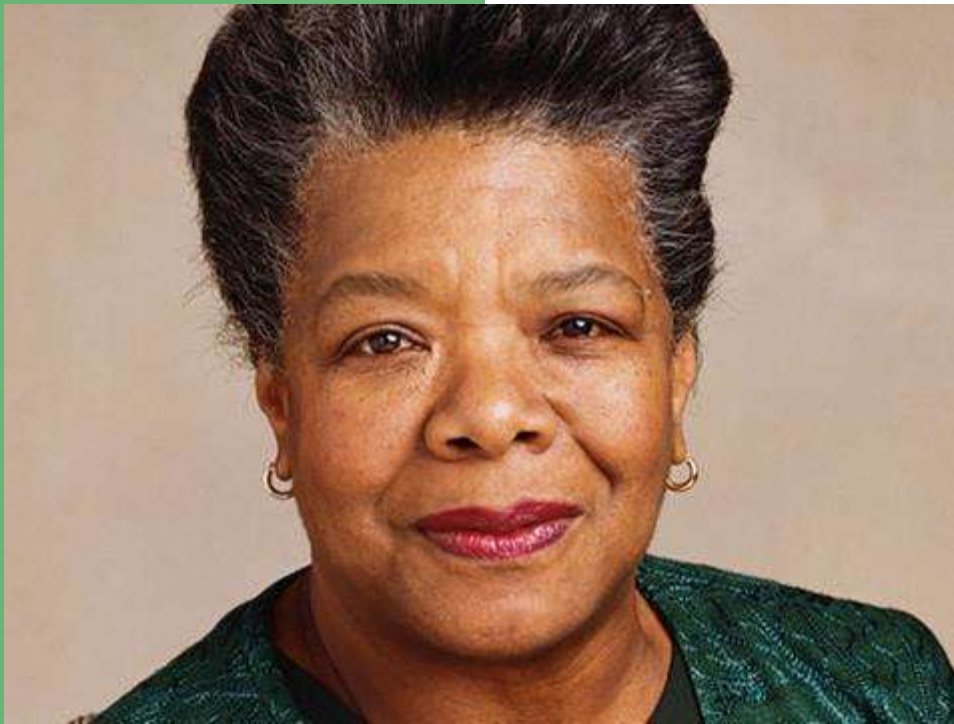
You are awesome!

Praise must be real

- Show that you get the message, effort, their talent behind the task / activity
- Indicate the professionalism, research, attention to detail, list of recommendations,
- “I really like the approach you took to create this...
- “This shows me why you are so good at_____
- “This tells me why people say you_____

**I've learned that people
will forget what you said,
people will forget what
you did, but people will
never forget how you
made them feel.**

MAYA ANGELOU



Making a Difference

See their
potential =
empowerment



Seeing the Future

Setting the Goal

“For a (man) to achieve all that is demanded of (him), (he) must regard (himself) as greater than (he) is”.

Johann Wolfgang von Goethe

1749 – 22 March 1832 was a German writer,

"Germany's greatest man of letters, and the last true polymath to walk the earth”.

Personal Success Habits and Key Principles

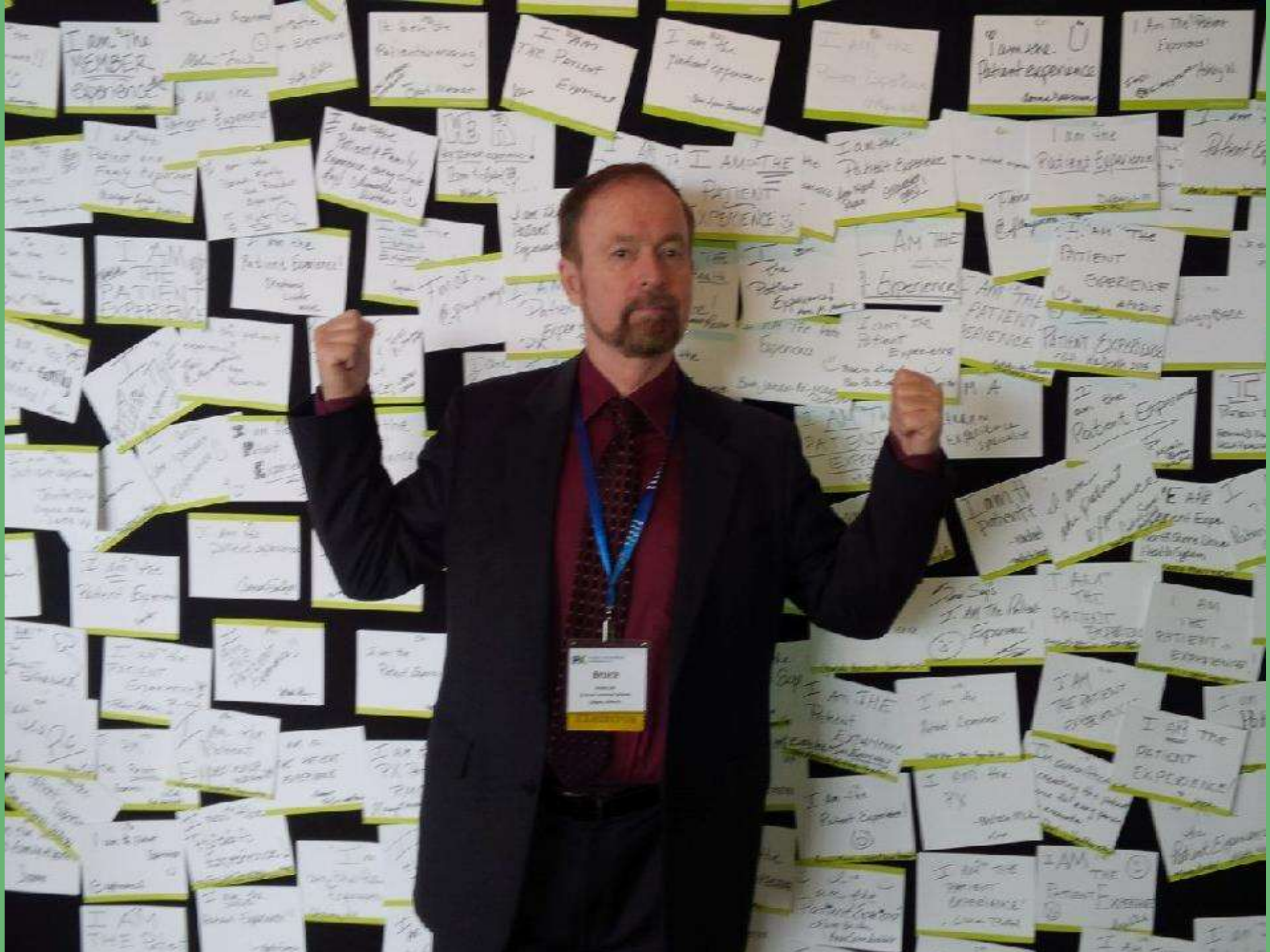
Cherokee Feast of Days

“We can only be what we
give ourselves the power to be.”

“We Are the Customer Experience”

I
We
Our
Family
Team

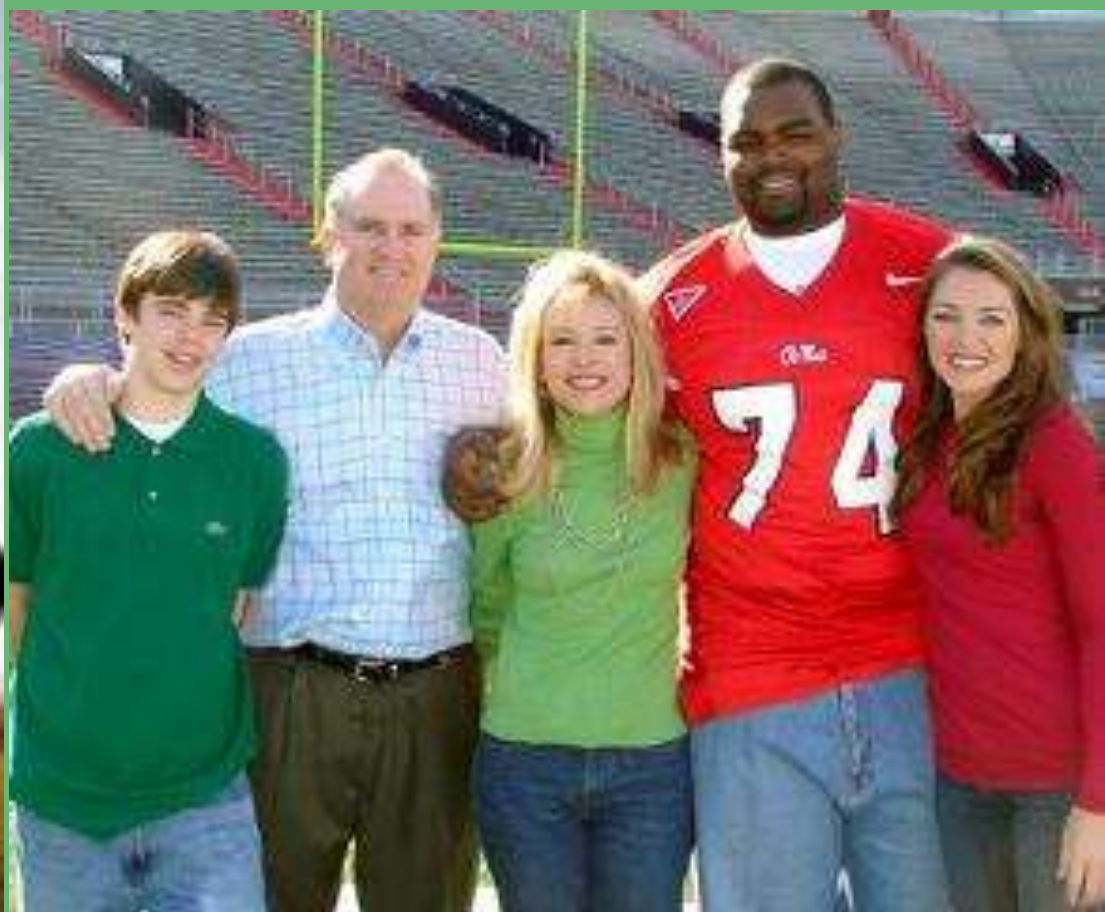
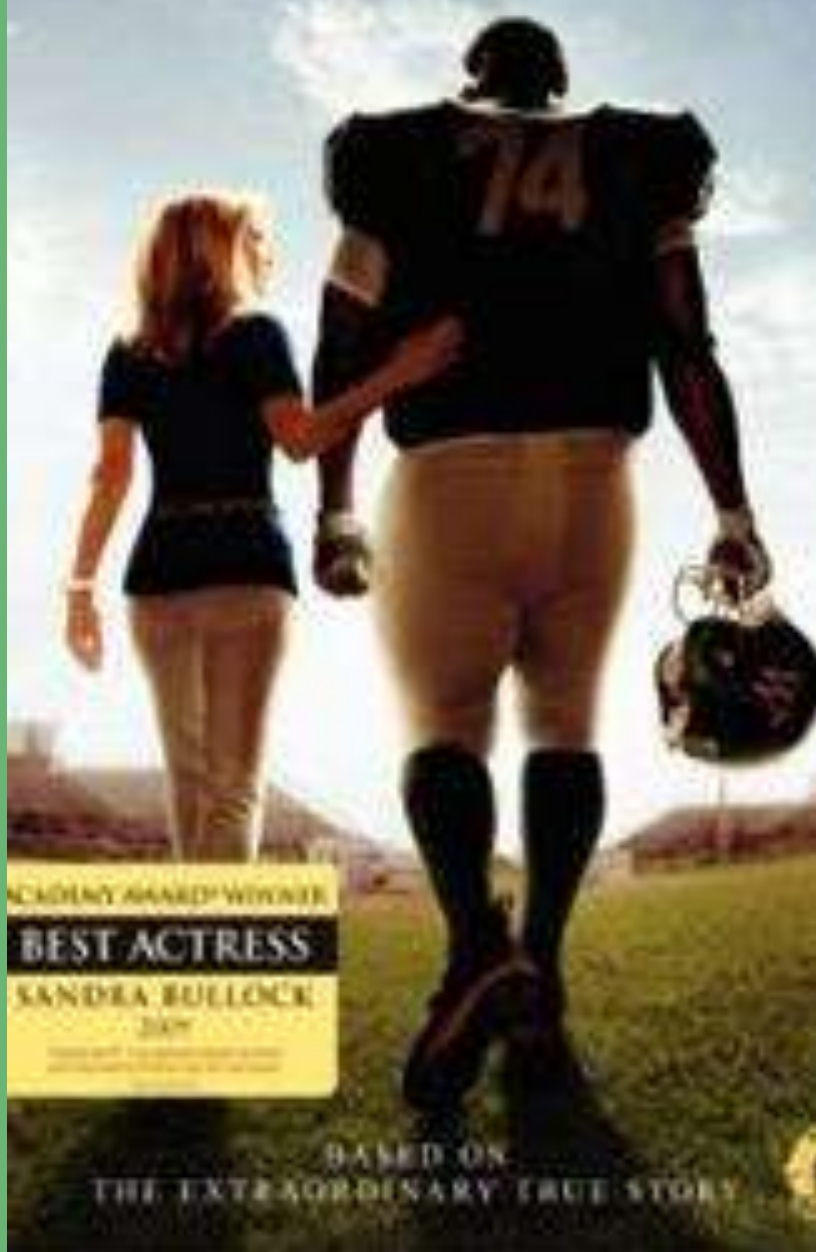
- sign it, decorate it, embellish it



SAM Conclusion

If you change just one thing in how
or when you talk to someone...
you change **EVERYTHING!**

SANDRA BULLOCK THE BLIND SIDE



"WHEN WE TREAT PEOPLE MERELY AS THEY
ARE, THEY WILL REMAIN AS THEY ARE.
WHEN WE TREAT THEM AS IF THEY WERE
WHAT THEY SHOULD BE, THEY WILL BECOME
WHAT THEY SHOULD BE."

Thomas S. Monson

#3 Which S.A.M. module is the most important to master?

1. Set High Expectations
2. Appreciation is Key
3. Making a Difference
4. All of them!

What Does S.A.M.
Cost You?

It's FREE!

Love Your Job

“Oh my God,
I love my job”!

Find a job you love, and you
will add 5 days to the week!



Ready!





Please Share

With your buddy:
Tell them which S.A.M.
has the most impact
that you will now act on

Setting the Passion = OUTCOMES

The Accountability First Step

Who will do **W**hat by **W**hen and **H**ow





The Passion:

**The right job
- can transform
a persons life.**

**The right person
- can transform
a business**

Lesson From a Dragon

“Passion”

“If you don’t have passion,
get out.”

Brett Wilson

- Investing in people
- “We can do more.”



Limiting / Limited Believes

*I am not a product
of my circumstances,
I am a product
of my decisions.*

Stephen Covey

How successful
are you ready
to be?

Productivity From Engagement

Up to 70% of an organization's value is based on the skills, experience *and performance* of its employees.

Taleo Research and HCI

Set the Destination – Move From Good to Great

“Good leadership consists in showing average people how to do the work of superior people”

John D. Rockefeller (1839 – 1937)

Leaders are in short supply

Why Employees Leave

NOTE: People leave bosses

The #1 Reason Employees Leave

A poll of the 1,000 largest North American companies showed that lack of recognition and praise is the #1 reason employees leave an organization.

- Robert Half International

Only 50% of people are satisfied with their work at the end of the week

- Not excited
- Not fulfilled
- No clarity on priorities
- Disengaged
- Low trust
- Bogged down
- Distractions (culture)

These may be the people you work with.

Confidence

Lead - With people

- Through momentum

- By example

Gandhi: “You must *be the change*
you wish to see in the world.”

Engaged Staff is No Longer an Option!



Engagement

- Heightened employee connection to work, the mission, organization and co-workers
- Will go above and beyond the expectation
- Outperform normal client experiences
- Higher customer satisfaction
- Less order / delivery / errors - and returns
- Higher productivity and profitability
 - Strategic goals achieved quicker
 - Higher retention
 - Fewer sick days
 - Less complaints

Communication

Miscommunication:
is reported to be
the #1 cause
of workplace conflict,
low morale and poor
teamwork.



What must
you do
about it?



Something!

Action Creates Results

Attention

Intention

Miracles



Creatures of Habit

“How you do anything, is how you do everything.”

Please Share

A Question For You
To Answer:

What are you going
to do first?

How to Increase Engagement, Accountability & Productivity

Measure Strengths

You can't manage what
you can't measure!

Measurement Resources

Goal: To Amplify for You
What is Possible

To Overcome
Competitive Blind Spots

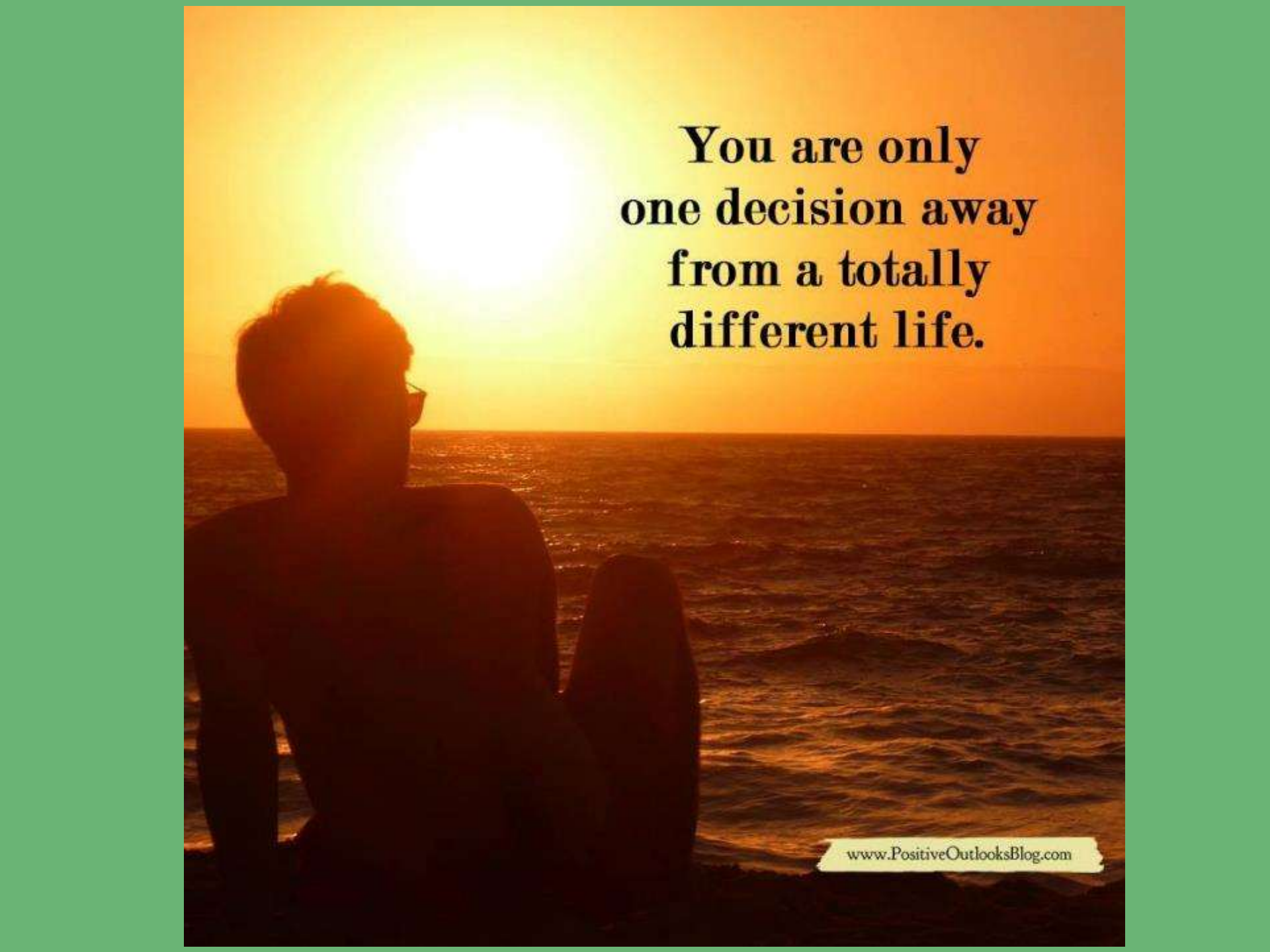


Measure Your Reputation

How to become the tech that
everyone wants to work with!

- Do you know what people think of you?
- Would you like to know? Why? Why Not?
- Will it determine your current & future actions?

4 Self-Tests – are you the ‘magnetic’ employee that puts people first, that understands how to have a significant high impact on people (SAM), that makes a difference in their lives by proper on-boarding, education and regular reviews?

A person is sitting on a beach, looking out at the ocean during a sunset. The sun is low on the horizon, creating a warm, orange glow across the sky and water. The person's silhouette is visible against the bright light of the sun. The overall mood is contemplative and serene.

**You are only
one decision away
from a totally
different life.**

Empowerment

is what makes a great leader

Seeing the best in others, (& you)
helping them see it in themselves,
and holding them accountable

= RESULTS