

"Can Your SHIFT Be Fixed? Your  
Paradigm SHIFT" —Sam Slay

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12

Steps to High Performance Leadership

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### Phases of Organizational Growth



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### CULTURE COACH PROGRAM

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LEADERSHIP STEPS TO HIGH PERFORMANCE IN YOUR ORGANIZATION

Coaching and Support

Process Improvement

Leadership Development

Career Development

Positive Attitude Development

Communication Development

Stakeholder Surveys

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LEADERSHIP STEPS TO HIGH PERFORMANCE HUMAN RESOURCES

Foster Desired Culture

Develop a Philosophy

Recognize Emotional Intelligence

Train for Skill

Hire for Attitude

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### What is Most Important?

Leadership development

Employee development

High performance teams

Management training



High Performance Organizational and Human Resources Development, saves you TIME and MONEY!

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### Supervisors MUST BE

Cheerleaders for Management and Advocates for Employees

Supervisors are Leadership Coaches, Management Consultants, Facilitators, and Trainers who challenge the process, to improve the future of your organization. Some will tell you, "If ain't broke, then why fix it." I'll tell you it's because you don't know it's broken and your staff is too afraid to point it out. "Bridge the Gap" between customers, employees and managers.



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Star Performer OR Explorer

Vacationer

Hostage

Terrorist

Can You Describe Your Employees?

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Star Performers OR Explorers

Vacationer

Hostage

Terrorist

You must invest in and reward **Star Performers and Explorers** for their **outstanding performance, contributions** and more importantly to keep them employed in your organization.

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Explorers

Vacationer

Hostage

Terrorist

Are the type who **recognize the need and benefits of your organization** and are open to **exploring new methods and ideas** through formal **training** and informal discussion

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Vacationers

Hostage

Terrorist

Star Performer Explorer



Are those that may be ambivalent about your organization initially and would volunteer to do anything that gets them out of work, but they may turn into explorers when they **discover the benefits** from the **interaction and Learning Environment**

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Hostages

Terrorist

Vacationers

Star Performer Explorer



Are those who may work for an organization **but don't wish to participate**. They do not volunteer and they are clearly aggravated about being away from their day-to-day routines. They are **unlikely to turn into explorers**, but so long as you employ them, they should be required to participate.

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Terrorists

Hostage

Vacationers

Star Performer Explorer



Try to dismantle your organization. Their **LIABILITIES** clearly **outweigh their ASSets**. They are prime candidates for immediate removal, so that someone who will benefit the organization can take their place.

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### Cost of Losing Customers

- Line Staff can cost you more customers than management can acquire
- 1 customer out of 26 may actually complain
- Dissatisfied customers will tell more people than satisfied customers
- Remedy a complaint and MOST customers will remain customers
- It can cost 5 times more to obtain NEW customers than keep existing ones

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### How Customers are Lost

How would you like to keep 70% of your lost customers? According to commercial customers lost by 14 major manufacturing and service companies:

- 15% "found a better product"
- 15% "found a cheaper product"
- 20% cited "lack of contact and individual attention" from the company.
- 50% said "contact from old supplier's personnel was poor in quality."

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### Cost Per Hire

SHRM-ANSI Approved Standard  
Feb 8, 2012 - CPH = External Cost  
+ Internal Costs / Total Number of  
Hires in a Time Period

- External Costs
- Internal Costs
- Total Number of Hires

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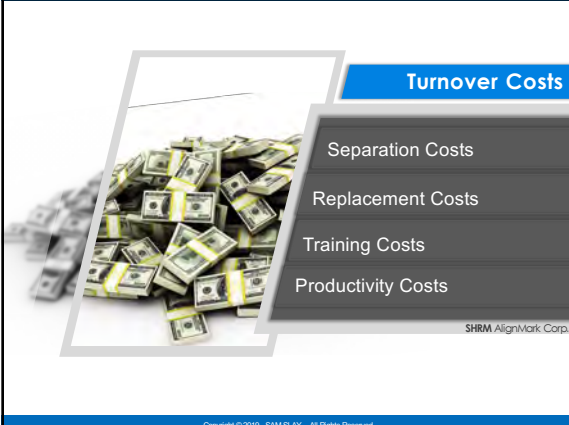
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**Turnover Costs**

- Separation Costs
- Replacement Costs
- Training Costs
- Productivity Costs

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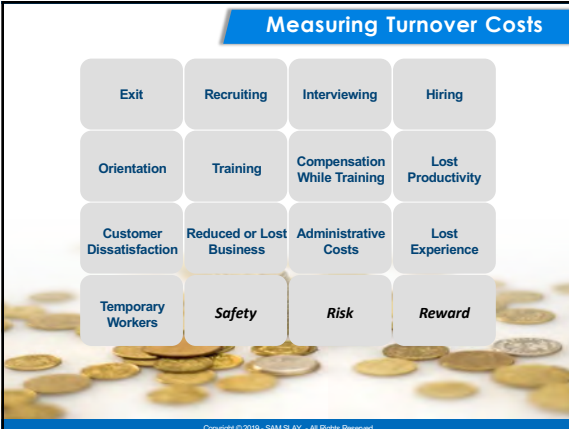
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**Measuring Turnover Costs**

Exit	Recruiting	Interviewing	Hiring
Orientation	Training	Compensation While Training	Lost Productivity
Customer Dissatisfaction	Reduced or Lost Business	Administrative Costs	Lost Experience
Temporary Workers	Safety	Risk	Reward

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**1 Hire for attitude**

2 3 4 5 6 7 8 9 10 11 12

- 1 Interview in a Formal Setting
- 2 Interview Off-Site
- 3 Provide a Realistic Job Preview

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TRAIN FOR SKILL

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Teach the Desired Skills

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Allow Employees to Demonstrate

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Micromanage to Success



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RECOGNIZE EMOTIONAL INTELLIGENCE

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Employees are Emotional

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Stretch Their Capabilities

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Invest in Their Education



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DEVELOP A PHILOSOPHY

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Determine The Philosophy

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Obtain Buy-In

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Reward the Desired Behavior



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FOSTER THE DESIRED CULTURE

1 Principles Versus Preferences

2 Compromise Preferences

3 Make Deposits to the "TRUST BANK"



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STAKEHOLDER SURVEYS

1 Do They Know the Mission

2 Do They REALLY Know YOU

3 The First Survey is Anonymous



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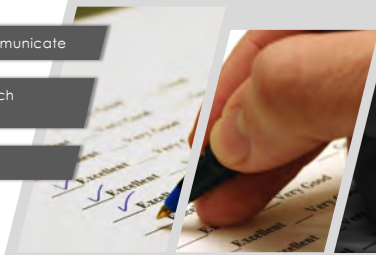
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STAKEHOLDER SURVEYS

1 How Do You Communicate

2 Do Your Words Match YOUR Action

3 Simplify Your Message



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**POSITIVE ATTITUDE DEVELOPMENT** 8

1 2 3 4 5 6 7 9 10 11 12

- 1 Turn On Your Happy Face
- 2 Bad Behavior is Unacceptable
- 3 Reward the Desired Behaviors ONLY



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**CAREER DEVELOPMENT** 9

1 2 3 4 5 6 7 8 10 11 12

- 1 50/50 Opportunity for Career/Job Preparation
- 2 Employees are Responsible
- 3 Prepare for the Unknown Opportunities



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**LEADERSHIP DEVELOPMENT** 10

1 2 3 4 5 6 7 8 9 11 12

- 1 Leaders: Good - Bad - Ugly
- 2 Reciprocal Trust
- 3 Consistency of Character



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PROCESS IMPROVEMENT **11**

1 2 3 4 5 6 7 8 9 10 11 12

- 1 Why We Do What We Do
- 2 Do You Cut the Ham Short
- 3 It's Ain't Broken; Break-It and Fix-It



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COACHING AND SUPPORT  
FOLLOW-UP AND FOLLOW-THROUGH **12**

1 2 3 4 5 6 7 8 9 10 11 12

- 1 Is the Employee a Good Person
- 2 Does the Employee Do Good Work
- 3 Discipline Versus Coaching



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"Let's Fix Your SHIFT; Your Paradigm SHIFT" —Sam Slay

**Q & A**

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