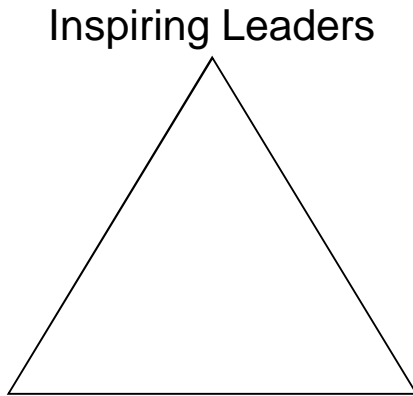


HOW TO WOW! LEADERSHIP

Employees join _____, but leave _____.



D _____
W _____
Y _____
S _____
Y _____
W _____
D _____

What are your Big WIGs (Wildly Important Goals)?

1. Meaningful
2. Understood by everyone
3. Differentiates Your Organization from the competition
4. Defines why Your Organization is a GREAT PLACE TO WORK

3 Job Factors that Matter Most to Team Members

1. _____
2. _____
3. _____

Use the SIP Method to Catch Each Other Doing Something Right

S _____

I _____

P _____

The way to motivate is to validate.

Satisfaction Versus Loyalty

Satisfied	Loyal
Know your customers	Impress your customers
Understand their needs	Anticipate their needs
Deliver what they want	Deliver more than they want
Use your head (science)	Use your heart (emotion)
Do it predictably	Do it with exciting spontaneity

It's All About Relationships

E_____: The ability to share in another's emotions, thoughts or feelings in order to understand the person better.

B___ **L**_____: The nonverbal messages we send to others every minute of our waking life.

<p>a. ___ Raising an eyebrow</p> <p>b. ___ Smiling</p> <p>c. ___ Nodding your head</p> <p>d. ___ Remaining silent while someone is talking</p>	<p>e. ___ Keeping your back turned to the other person</p> <p>f. ___ Making eye contact</p> <p>g. ___ Looking at your watch</p> <p>h. ___ Facing the person to whom you're speaking</p>
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L_____: When we are doing this effectively, we do not attempt to evaluate the speaker, but rather suspend our own thoughts and feelings to give complete attention to the other person.

5 Levels
1. _____
2. _____
3. _____
4. _____
5. _____

The Main Thing is to keep The Main Thing The Main Thing

LET'S MAKE 'EM SAY "WOW!"