

Join Us Now...

3 Keys to Unleashing Employee Potential

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The Ellis Companies

Enhancing Employee and Customer Experience

Your industry partner for over 30 years

- ❖ Apartment Mystery Shopping
- ❖ Prospect & Resident Surveys
- ❖ Ratings & Reviews
- ❖ eLearning (Online Training)
- ❖ Customized Training & Coaching

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Thank you for joining us today!
Want to learn more?



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MEET YOUR SPEAKER

Debra A. Van Cleve, CMEC



- Owner and Founder of Create Results Consulting and The SMART Org™
- Certified Management Executive Coach & Organizational Strategist
- 26+ years in Learning & Development
- Focus: Organizational Effectiveness and Sustainability
- She has consulted extensively with both public and private entities across the US
- Debra holds a Bachelor's Degree in Management with honors
- Deb lives on a ranch in SD, with 3 horses, 3 dogs, 4 cats, 12 chickens and 8 turkeys!

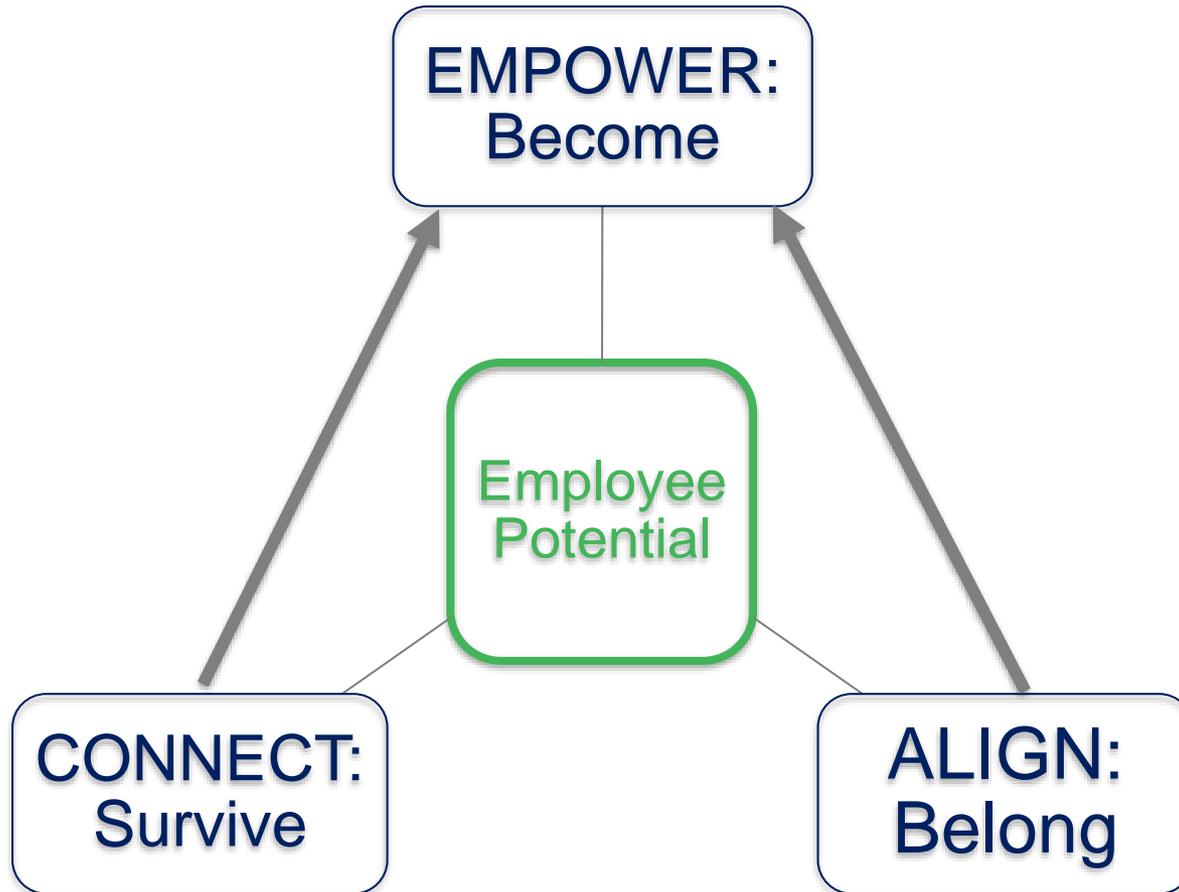
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How do we **Unleash
Employee Potential**
and
gain that “extra degree”
of performance and
passion?

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The Human Factor



Source: The SMART Org™

ALIGN FOR IMPACT

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ALIGN FOR IMPACT

COMPANY

Who are we?

Why do we exist?

Where are we going?

How do I contribute?

What do I need to be successful?

EMPLOYEE

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Do more than manage – Lead! Be a partner in their success!

CONNECT FOR ENGAGEMENT

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Build Trust

Employ
Behavioral
Adaptability



Exude high
stress
tolerance

Lead by
example

Catch them
when the fall

Allow
innovation
and creativity

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\\ You must create the conditions of both personal and organizational trust before you'll get any true empowerment or release of human potential //

- Stephen R. Covey

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EI Qualities of a Leader & Coach



EI Qualities	Definition
Self-actualization	Pursuit of meaning; Self-improvement
Reality Testing	Objective; See things as they really are
Empathy	Understanding, appreciating how others feel
Emotional Self Awareness	Understanding own emotions and impact
Assertiveness	Communicating feelings, beliefs; Non-offensive
Interpersonal Relationships	Mutually satisfying relationships

Source: MHS EQI 2.0 Model and Assessment

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Know Them & Care

- Believe in them – “10”
- Identify interests & passions
- Discover & nurture their **GENUIS ZONE**
- Recognize their personal motivators & stressors



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You vs. Me: It's All in The Approach

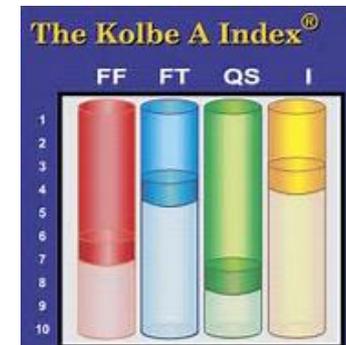
Personality Profiles are Useful Tools



Discovery
Insights



Kolbe



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Reward and Recognize

- It's common sense, but easily forgotten
- Builds commitment and desire



*“Employees who are
“meaningfully recognized” tend
to surpass the duties required of
them”*

- HR Magazine

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Help them accomplish the mission

EMPOWER FOR SELF-RELIANCE

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Leaders become great, not because of their power, but their ability to empower others //
- John Maxwell

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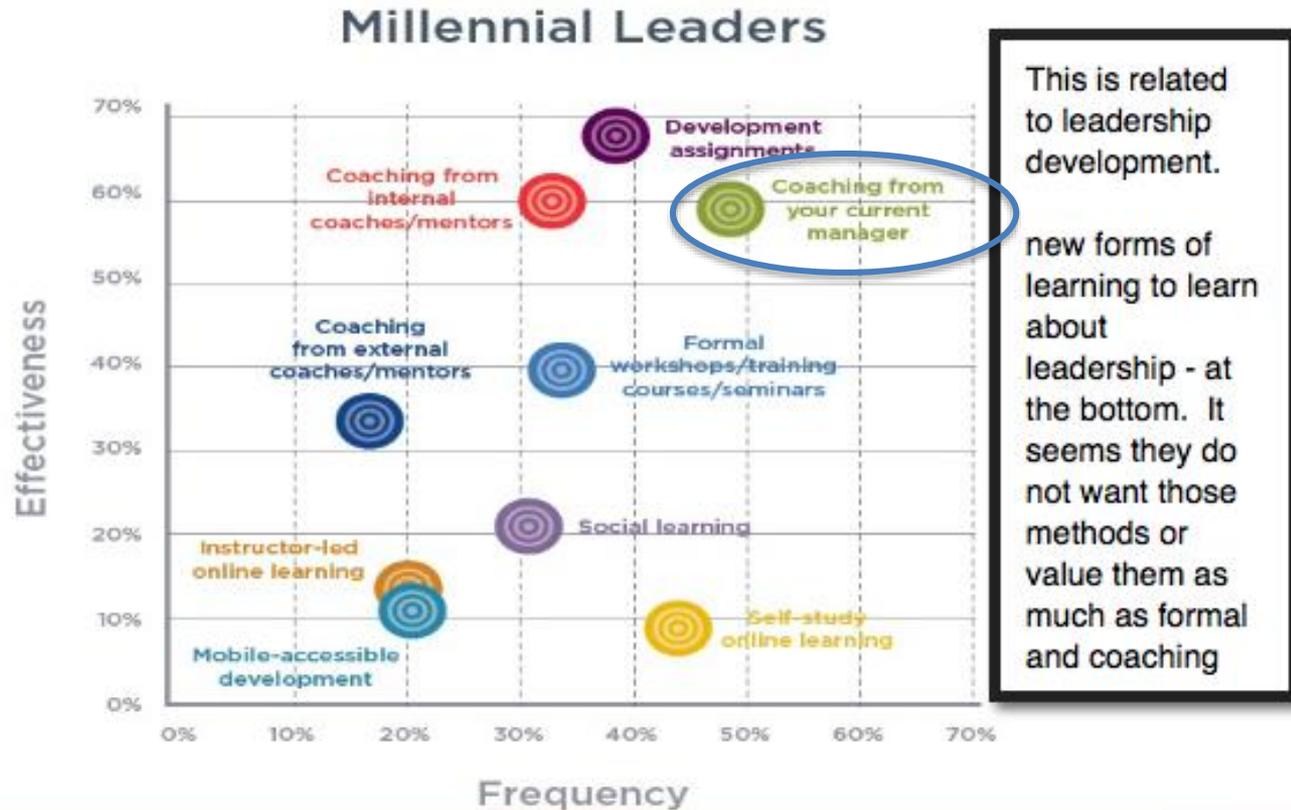
Invest in them: Time and \$\$\$\$



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Learning in the Millennial Perspective

Leadership Development Methods: Effectiveness vs. Frequency





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Be a Coach!

Help them to tap into their genius and develop it!

Ask Powerful Questions that are

- Open-ended
- Curious
- Thought-provoking
- Able to challenge assumptions
- Considerate



Guide them to achieve touchdowns & win the Super Bowl!

Source: The SMART Org™

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Example Powerful Questions:

- What is possible?
- How would your “ideal self” create a solution?
- If I was in your shoes and asked for advice, what would be the first thing you’d tell me?
- What would you try now if you knew you could not fail?
- What is the experience you are looking to create?
- What am I not asking you that you really want me to ask?
- If you could do it over again, what would you do differently?

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Coaching is

- Listening in a profound way
- Hearing limitations in the other person's speaking
- Asking questions that cause new thinking, self-discovery and action
- A place where people can think out loud, and experiment & play with ideas
- CONFIDENTIAL
- Acknowledging people for who they are and what they produce
- A way of allowing people to change how they relate to something
- A supportive relationship

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100% of your 50%



Source: The SMART Org

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Unleash Employee Potential

Increase Satisfaction

Increase Productivity

Increase Innovation

Increase Loyalty

Produce Results

Leave a lasting leadership Impact



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Questions?



Upcoming Webinar

6 Competencies You Need Now

Thursday, November 16, 2017

1:00 PM – 1:30 PM CT

Register at www.epmsonline.com



Presenter: Susan Weston

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