

Improve Your Team From The Inside Out

- Cindy Miller, CEO
- Cindy Miller, Inc.



The Goal



To create a cohesive team.

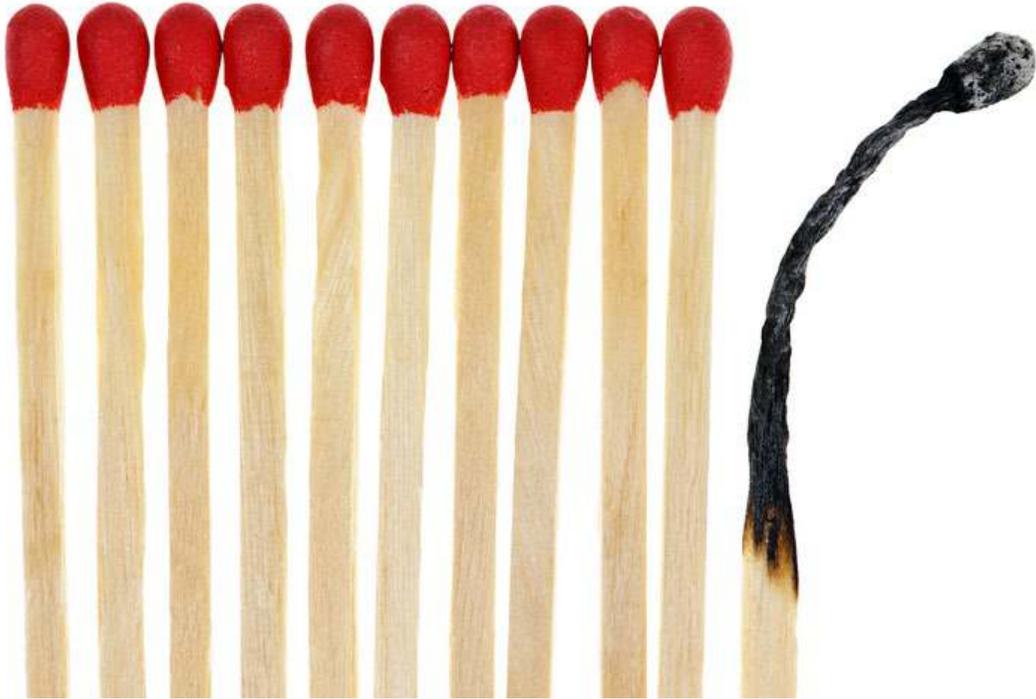
To develop a strategy for becoming more effective as a whole.

The Characteristics



Process/Procedure
Trust/ Respect
Confidence
Accountability
Consistency
Self Awareness
Situational Adaptations
Performing Under Pressure
Follow Through

I Quit....
I just forgot to tell you.



The Challenges



A Common Goal
Team Chemistry
Developing Potential
Leaders
Motivation
Trust

You can lead a
horse to
water.....

But....

You cannot make
him drink.....



The Facts

People do business
with people they like.

Do people like you?



Relationships with Others



The Facts

Passion
Authenticity
Trust
Loyalty
Customer for Life



What is Measureable?

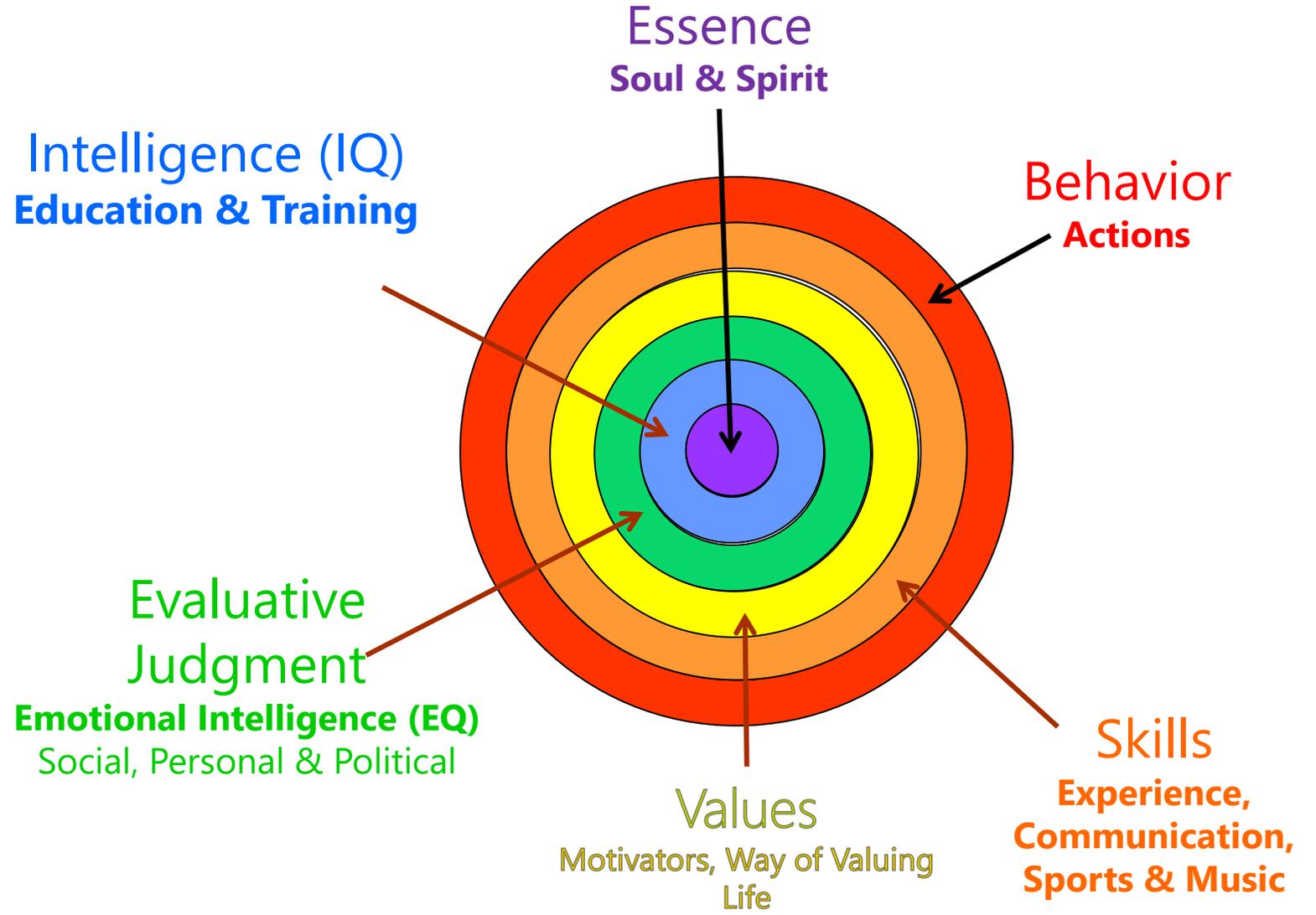
Behavior

Passion/Values/Motivators

Skills & Competencies

Judgment/ Acumen

Emotional Intelligence



Why ?



- Of your actions
- The motivators that drive your actions.
- Learn to understand causes of conflict.

What is The Motivation/ Passion?



Theoretical: A passion to search for knowledge and understanding.

Economic: A passion to gain return on investment of time, resources, and money.

Aesthetic: A passion for beauty, form, harmony, and balance.

Altruistic: A passion to serve and help others.

Individualistic: A passion for independence and uniqueness.

Regulatory: A passion for structure, order and routine.

Political: A passion for control, power, influence, and leading.

What are “The Motivators?”

General Characteristics

The primary driver here is the discover of knowledge and appetite for learning.

- Has a high degree of curiosity in a variety of areas
- A strong belief in life-long learning
- Is willing to take risks to learn something new
- Will use this knowledge to ensure economic security

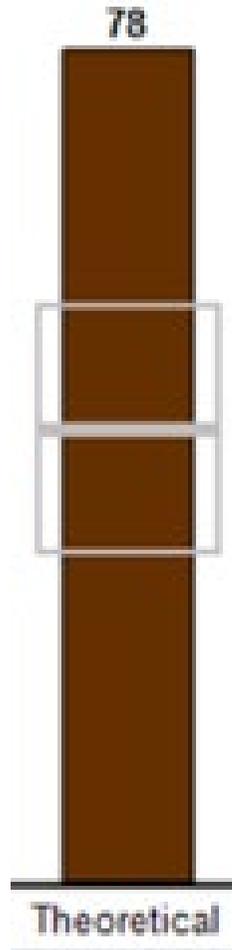
Value to the Organization

- This person will do prep-work and come to meetings well prepared
- High interest levels, always questioning
- Very high analytical skills and ability
- Actively engages in problem solving and strategic solutions

Theoretical



What Does it Look Like?



Very High: Born genius, can't learn enough

High: A professor seeking to find new answers to old questions

Average: Willing to learn new things and read up on a topic

Low: I will learn if I have to, but an outline helps and point me to what is important

Very Low: Give me the Cliff Notes!



What are “The Motivators?”

Economic

General Characteristics

A high score here show an interest in money and what is useful.

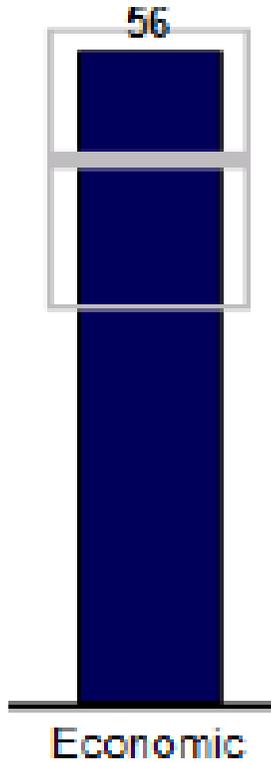
- Security that money brings to them and their family
- Motivated by money and bonuses for a job well done.
- Production, marketing, and consumption of goods.
- Very goal driven

Value to the Organization

- Able to multi-task to keep projects moving
- Will protect organizational or team finances
- High motivation to achieve and win
- Highly productive



What Does it Look Like?



Very High: Driven to by consequences and outcomes, strong need to justify everything

High: Business executive that feels time is worth money and companies need profits

Average: Understanding of the consequence of decisions and action

Low: May not always think of consequences

Very Low: Repeat same mistake many times

What are “The Motivators?”

Aesthetic

General Characteristics

This higher score indicates an interest in “form and harmony”. Each experience is judged from a standpoint of grace, symmetry, and fitness.

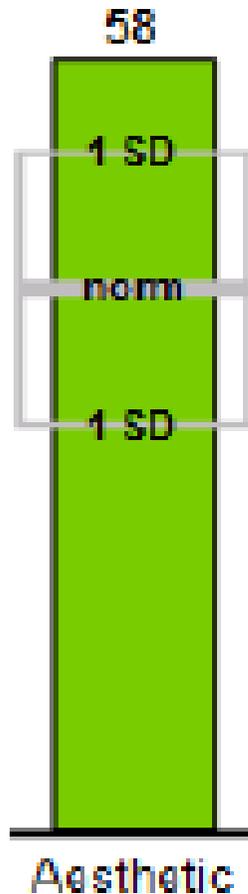
- May not need a high visible profile on the team
- May keep an eye on the revenue clock, as they don't want to waste time or money.

Value to the Organization

- Unpleasant surroundings will not adversely affect productivity and creativity.
- Sees a wider spectrum of the picture
- Not easily swayed on emotional issues.
- Good business sense and a good eye for what is practical



What Does it Look Like?



Very High: A monk or priest that cannot step on an ant because it is alive

High: A performer or restaurateur

Average: Respect for environment and possibly a hobby that is loved

Low: Can see beauty but do not care to play with it.

Very Low: Someone dress me please!

What are “The Motivators?”

Altruistic/Social

General Characteristics

This higher score indicates a love of people. This person is kind, sympathetic, and unselfish.

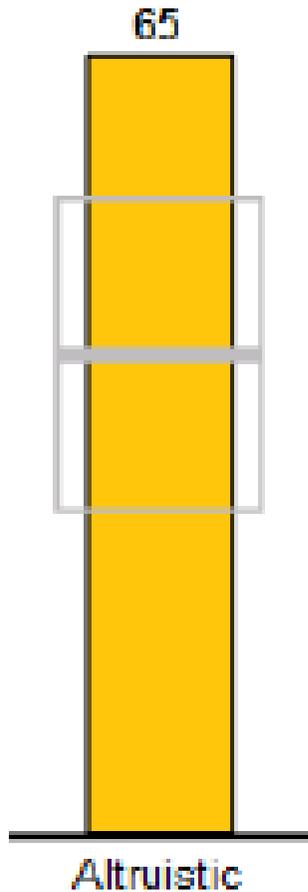
- Shows a bottom-line practicality regarding helping others and sharing.
- Maintains a business sense in people transactions.
- May be generous to charities outside the job, but may balk at displaying at work.



Value to the Organization

- Bottom line practicality regarding business and transactions
- Not easily swayed in terms of emotional issues
- Good business sense.

What Does it Look Like?



Very High: Driven to help like Mother Theresa, give time, money, and resources

High: A person in service to others a teacher, a nurse, a firefighter

Average: Knowing there is a need to serve the community

Low: Only help through other motivation

Very Low: Do not serve, or expect to be served.

What are “The Motivators?”

Individualistic

General Characteristics

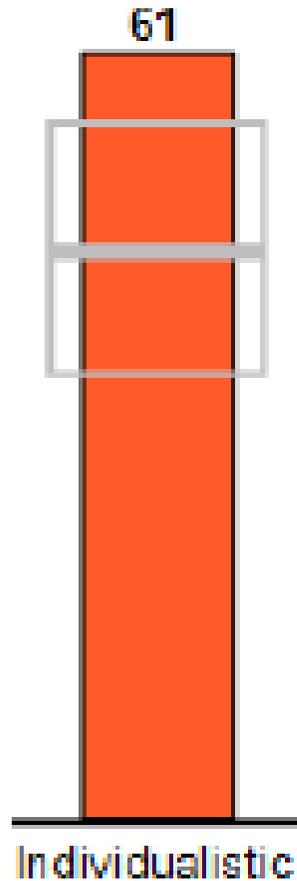
This passion is driven by the need to be seen as unique, independent, and to stand apart from the crowd. This is the drive to be socially independent and have opportunity for freedom of personal expression. Has ability to take a stand on an issue when necessary



Value to the Organization

- A passion to control their own destiny
- Seen as a stabilizing force in organizational operations
- Able to see both sides of the position
- Able to lead or follow when asked

What Does it Look Like?



Very High: Driven by attention, fame, and to set oneself apart at all costs

High: A specialist in any field that wants to be known for being different or the best

Average: Understanding the balance between needs for self and needs for others

Low: May sacrifice own need for others

Very Low: A Navy Seal that gives his or her life for the service of others.

What are “The Motivators?”

Regulatory

General Characteristics

The highest interest for this value may be called “unity”, “order”, or “tradition”. These people seek a system for living. This system can be found in any authority that has defined rules and regulations.

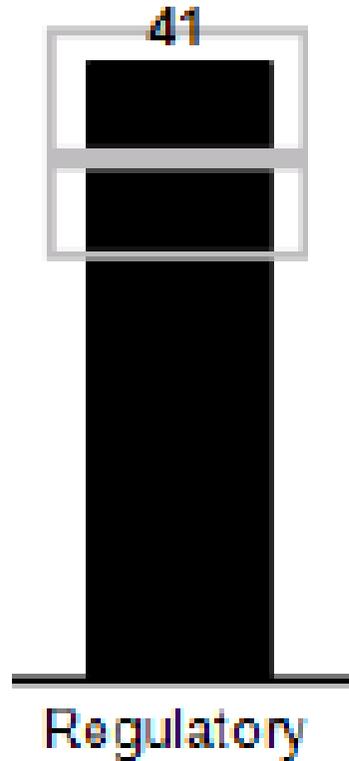
- Believes in the importance of group or team efforts.
- Accepts authority, but also feels that personal opinions should be honored.

Value to the Organization

- Demonstrates an awareness of the necessary protocol and appreciates creative problem solving
- Flexible. Able to follow precedent when necessary and able to set new.
- A stabilizing force on the team
- May be perceived by others as mature and responsible in their approach.



What Does it Look Like?



Very High: Make other people believe with force if necessary

High: A priest or monk helping others in their faith

Average: Strong sense of order & tradition

Low: Not sold there is only one way to do things

Very Low: A bit of a rebel challenging ideals



What are “The Motivators?”

Political

General Characteristics

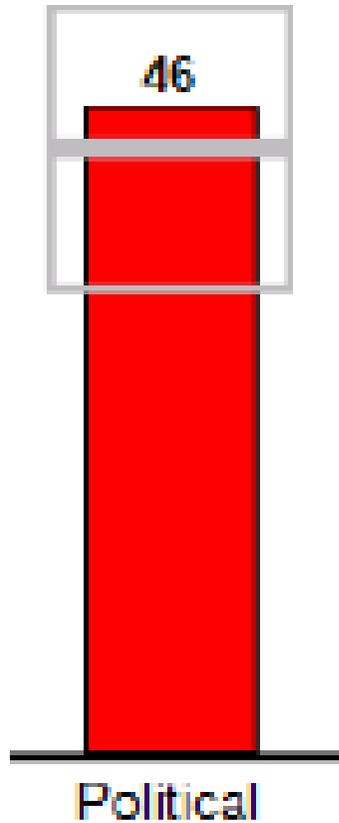
The highest interest for this value is being seen as a leader, and to have influence and control over one’s environment or success. Competitiveness is often associated with those scoring high in this motivation.

Value to the Organization

- Strong leader, able to take control of a variety of initiatives and maintain control and balance.



What Does it Look Like?



Very High: Driven to be in charge like a dictator of a country

High: A member of an executive team

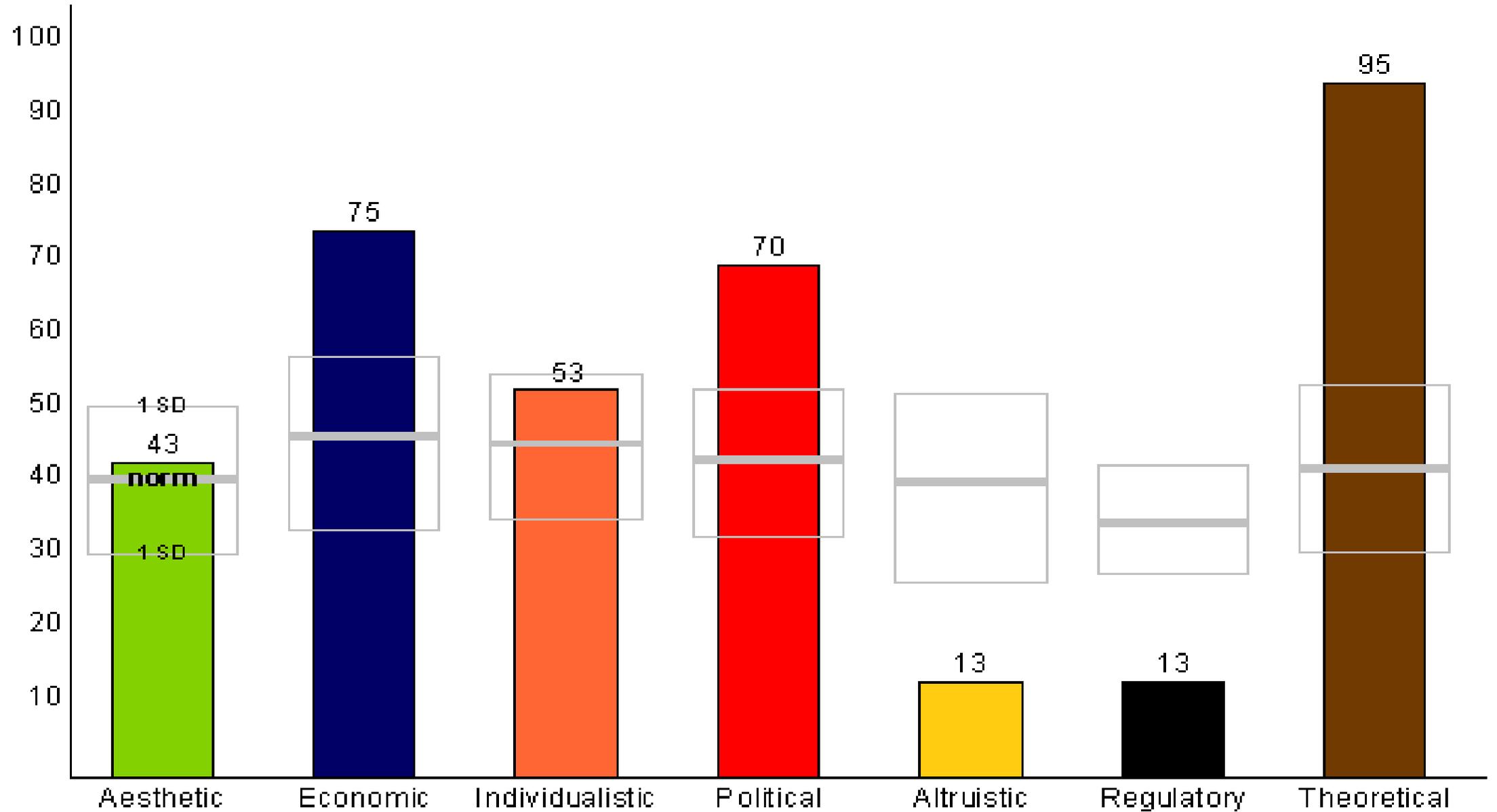
Average: Comfortable leading others, but not out to save the world

Low: No desire to be in charge, mentor people instead of lead.

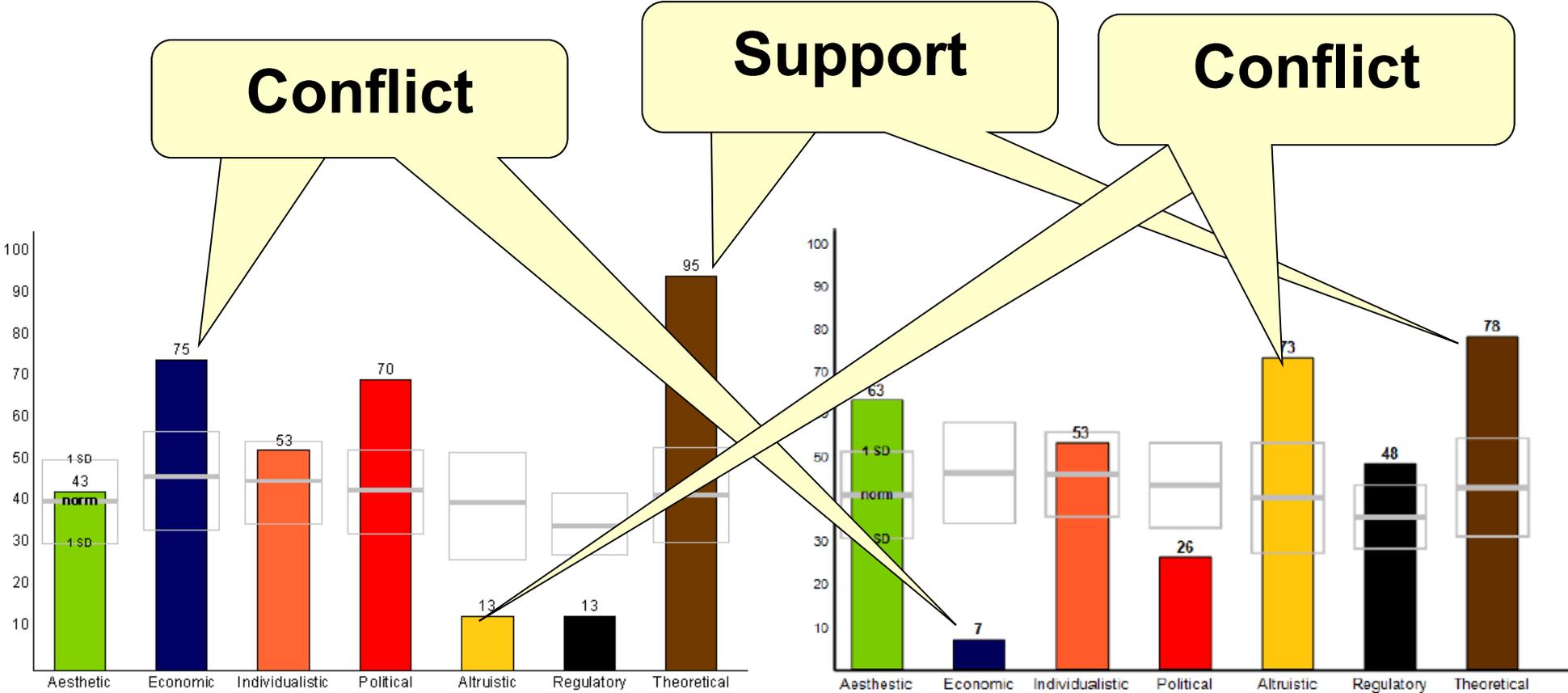
Very Low: Avoids any form of confrontation



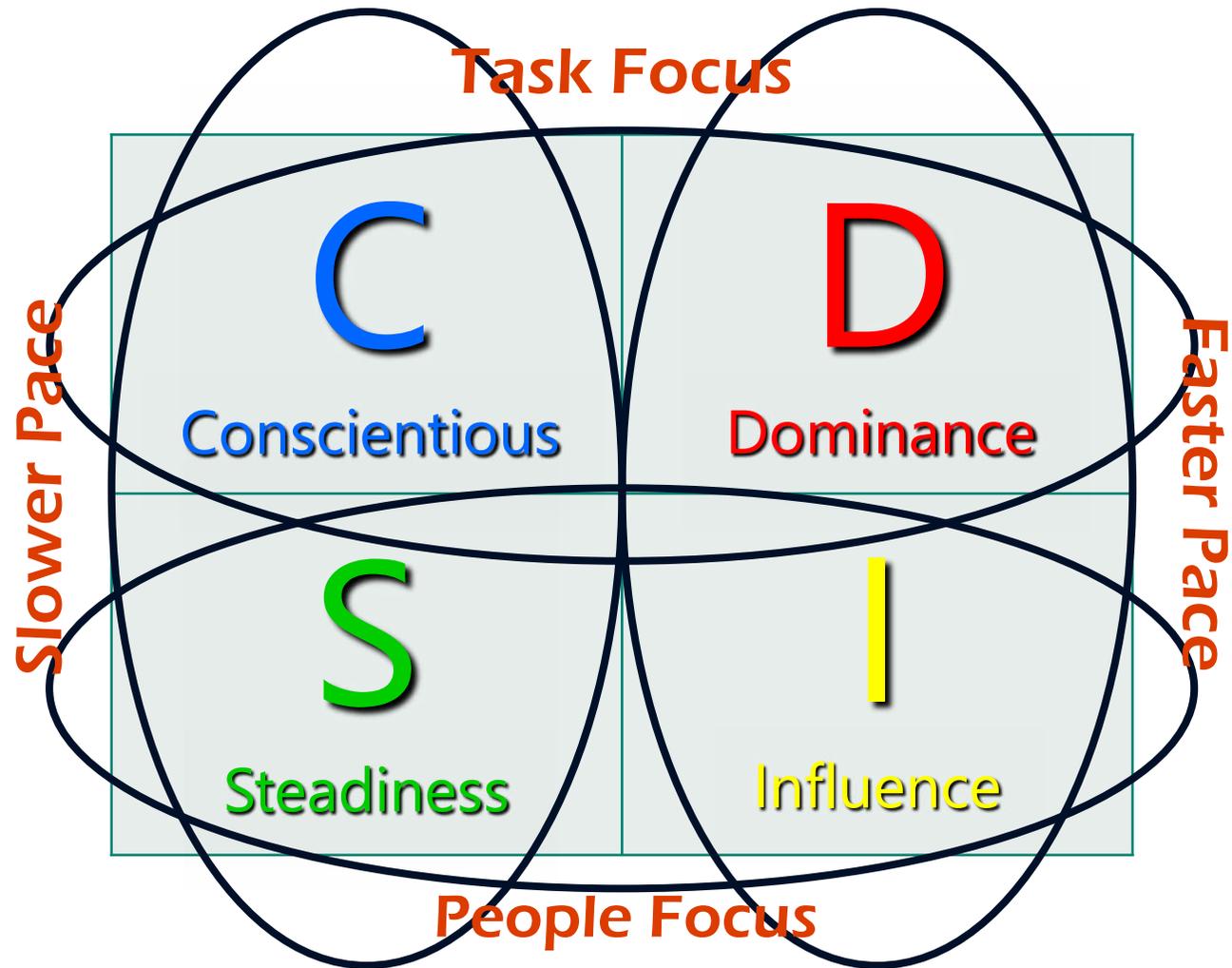
The National Mean



Comparing Passions



DISC Matrix Theory



DISC *compass* measures four attributes we each possess –

D Dominance = How you handle Problems/Challenge

I Influence = How you handle People/Contacts

S Steadiness = How you handle Pace/Consistency

C Compliance = How you handle Procedures/Constraint

***Our particular combination of these traits determines
how we behave***

Behavior Types

Compliance
20-25%

Steadiness
30-35%



Dominance
15%

Influencing
25-35%

Dominance

Sense of Urgency
Strong Willed
Daring
Independent
Direct



Influencing

Wears Colorful Clothes
Enthusiastic & Expressive
Optimistic
Spontaneous
Sociable



Steadiness

Calm
Careful
Supportive
Patient
Relaxed



Compliance

Cautious

Analytical

Quiet

Perfectionist

Wears Khaki, Grey,

Black, or Navy



Strengths Weaknesses

Compliance

- Moody & depressed
- Deep need for approval
- Withdrawn & remote
- They think too much
- Threat of Moods

Steadiness

- Resents being pushed
- Indecisive
- Too shy & reticent
- Seems to not care
- Procrastination

Dominance

- Bossy
- Quick tempered
- May make rash decisions
- Control freak
- Threat of Anger

Influencing

- Not serious enough
- Easily distracted
- Makes excuses
- Very forgetful
- Charm

What If?

- Communication
- Bench Mark Your Rock Stars
- Engaged
- Productive
- Retention
- Leadership Development
- Peak Efficiency
- Company Culture

The Bottom Line



A Nail... A Mirror... A Seed



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