



Fans First Experience

Let's Make Business Fun





Love your Fans, Love your
People more than your Fans,
and love Yourself.



What would it look like for people to be Fans of your business or organization?



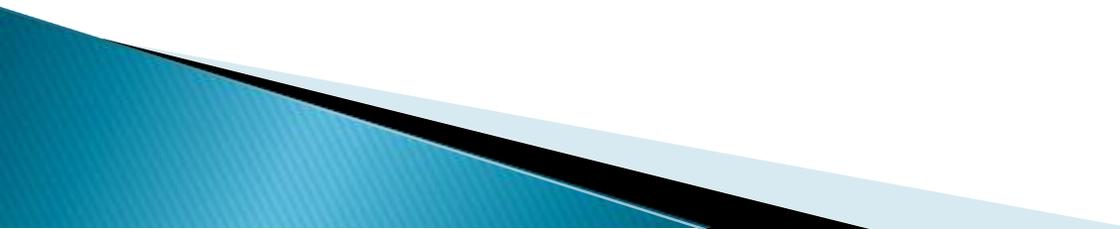
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 - ▶ Listen carefully, respond creatively.
 - ▶ How can your team create Fans First moments for people?
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Love Your People So They Become Fans

The power of culture and recognition



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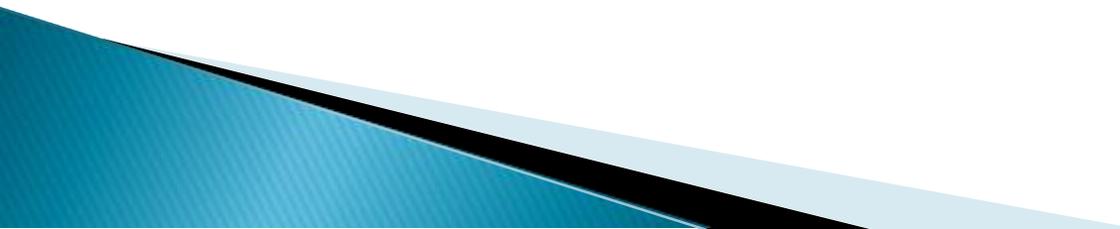
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- ▶ Only 35% of employees say they've been recognized recently for their work
- ▶ 75% of employees say the most meaningful and memorable recognition comes from their direct leader or a high-level executive

▪ Sources: GALLUP



Map Your People Experience

- ▶ Cover Video
 - Show us your personality



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- ▶ Get To Know You Questionnaire
 - Bucket list trip, who is their hero, favorite candy bar, which ingredient of the salad are you, etc.

Map Your People Experience

- ▶ Enneagram
 - Personality typing assessment to know inner motivation and where that person goes in strength and stress
- ▶ CARE Assessment
 - Creator, Advancer, Refiner, Executor
 - Which role will someone play inside their team?

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- Read *The Road Back To You*, by Ian Morgan Cron

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▶ Languages of Appreciation

- Verbal Praise, Act of Service, Tangible Gift, Physical Affirmation, Quality Time

How Proud Are You of Those Who Leave?

Eliminating 'Two Weeks Notice'



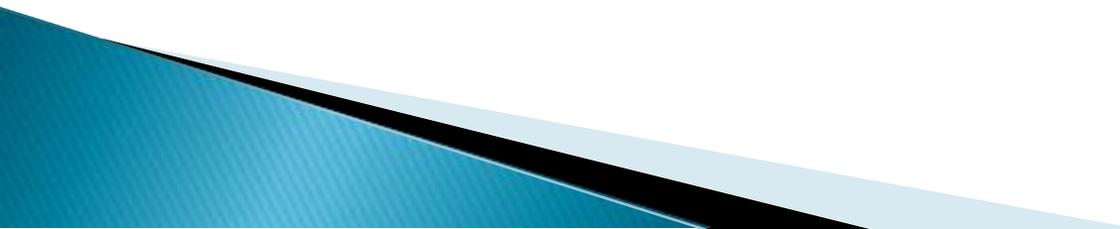
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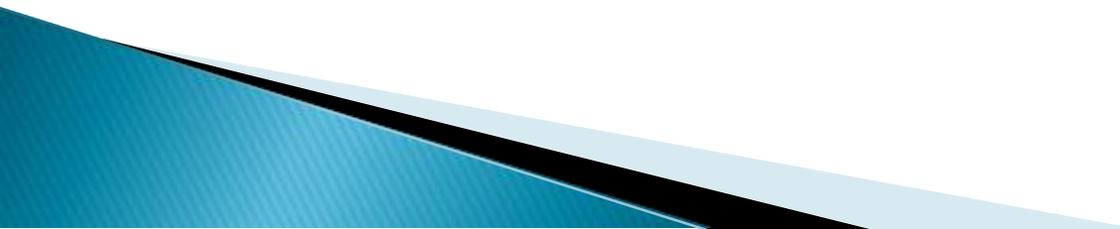
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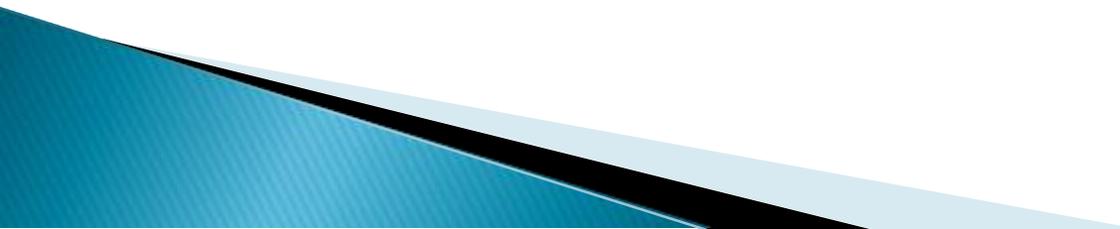
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 - ▶ Are you able to share with other leaders when you aren't your best?
- 

Ideal Team Player

▶ Humble

- “Humility is not thinking less of yourself. Rather, it is thinking of yourself, less.” CS Lewis

▶ Hungry

- Desire to drive yourself, your team, and the organization forward, on mission and on purpose

▶ Smart

- Emotional intelligence, saying the right thing to the right person at the right time, having feel
 - Read *The Ideal Team Player*, by Pat Lencioni

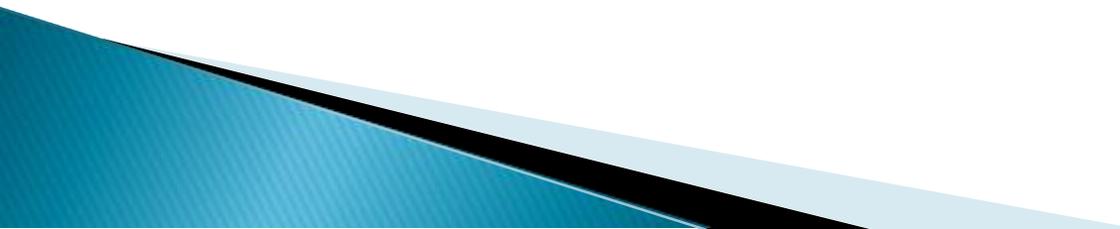
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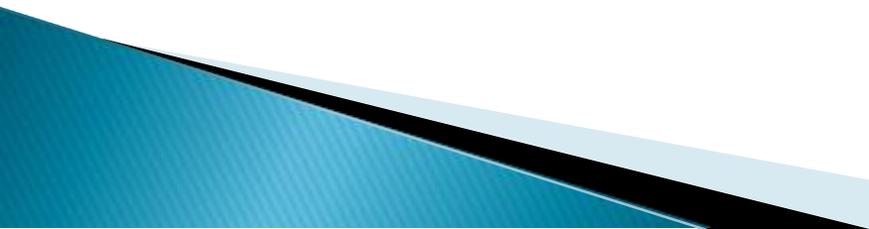
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 - ▶ Make recognition authentic, specific, and timely
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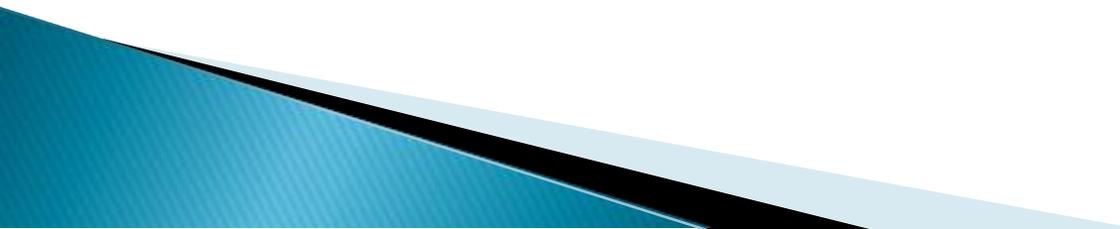
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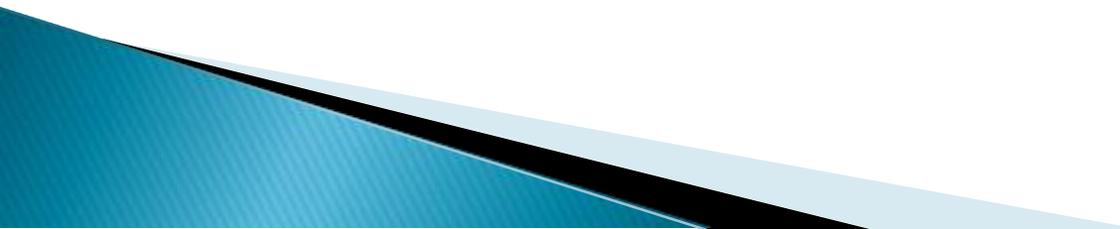
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 - ▶ Write letter to family member of new hires
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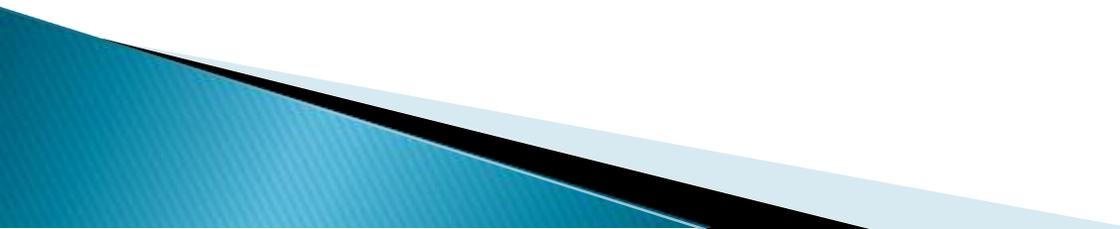
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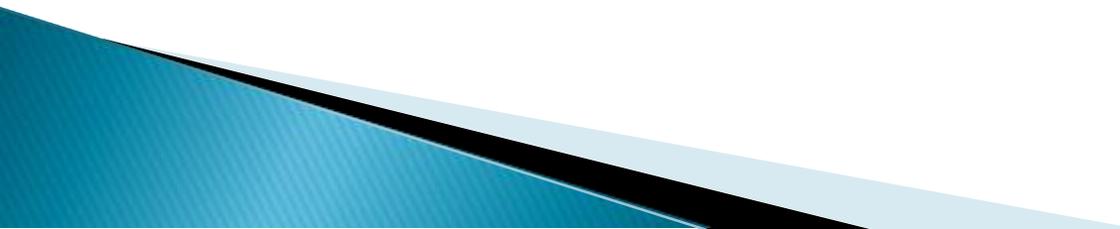
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 - ▶ Know your own healthy mind, body, and spirit
 - ▶ Confide in each other when you know you aren't your full self
 - ▶ Commit to personal growth and development
- 

The Thank You Experiment

Begin With Gratitude



Q+A Discussion

