**B – Busting Myths**

I understand DISCONNECTS and BUST MYTHS

Ask these questions:
- What is their motivation?
- What do I think they want to achieve?
- What is their intent?

Double check
- Is this my issue or theirs?
- What do I want to achieve?

- Don’t go there, the dark side of negativity - focus on POSITIVE intent
- Replace “but” with “and” – collaborate to create solutions
- Who cares about the way you did it? Give it up it’s not relevant

**R – Real Deal**

I commit to REAL DEAL connecting and caring

CONNECT authentically
- No boring people, just bad questions...
- Care enough to engage
- Can’t fake it: They see through it

Create REAL emotional connections
- Share your personal story
- Show your personality and strengths
- Ask how you can help, MEAN IT

Power of the QUESTION
- Ask 5 open ended questions first
- Make them tough and provocative
- Make sure they show your personality

TOUGH Conversations
- Focus on the end goal
- Stay objective, tell the third party story
- Understand their perspective first
- Share your story, with feelings and experiences
- How can you solve the problem together?

GRATITUDE
- Express it in every interaction
- Don’t forget this, humility rules

**I – I Own It!**

I CONTROL myself and live ACCOUNTABILITY

“What happens to you is because of you.”
- Find your motivation: duty, responsibility, empathy
- Reframe negative to positive

Operating from STRENGTHS
- Understand yours
- Understand others
- Speak strengths

Personal ACCOUNTABILITY
- Live your brand
- Pick your 3 words
- What is your legacy?
I deliver on MENTORSHIP

Be a GIVER
• Language always = “We” not “me” or “I”
• Check emails, presentations
• Really believe it all comes back in the end

Shift to MENTOR
• Time and investment = quality output
• You are a role model
• Push employees beyond comfort zone
• CHALLENGE your people to create/innovate

G – Goal in Mind
We create GOALS and ALIGNMENT between individuals and teams

Create a system to create goals
• Create INDIVIDUAL goals
• Individual goal 90% more likely to succeed if written down
• Monitor plans
• Align individual goals with team and firm goals

• Deliver on transparency – share as much as you can
• Brainstorm sessions need to be part of system

E – Empower Success
I EMPOWER my team to succeed

Assess individual strengths
• Supervise each person differently

PAVE the road
• Make them want your job

DELEGATION and creating TRUST are given, not received

FEEDBACK 365 – daily, never stop
CELEBRATE achievements

List the 3 actions that you will take to help bridge the gap with your millennial employees.

1.

2.

3.