



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?



D – Deliver Value

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.