

“PIECING” TOGETHER THE MANAGING OF TEAMS & TEAM DYNAMICS

BILL CASSIDY
CEO - EQUIPMENT PREFERENCE INC.





Name “One Thing” to create some ORDER in this video?



Bill Cassidy Bio





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THE ONE THING

WHAT IS YOUR
COMPANY'S
"ONE THING?"



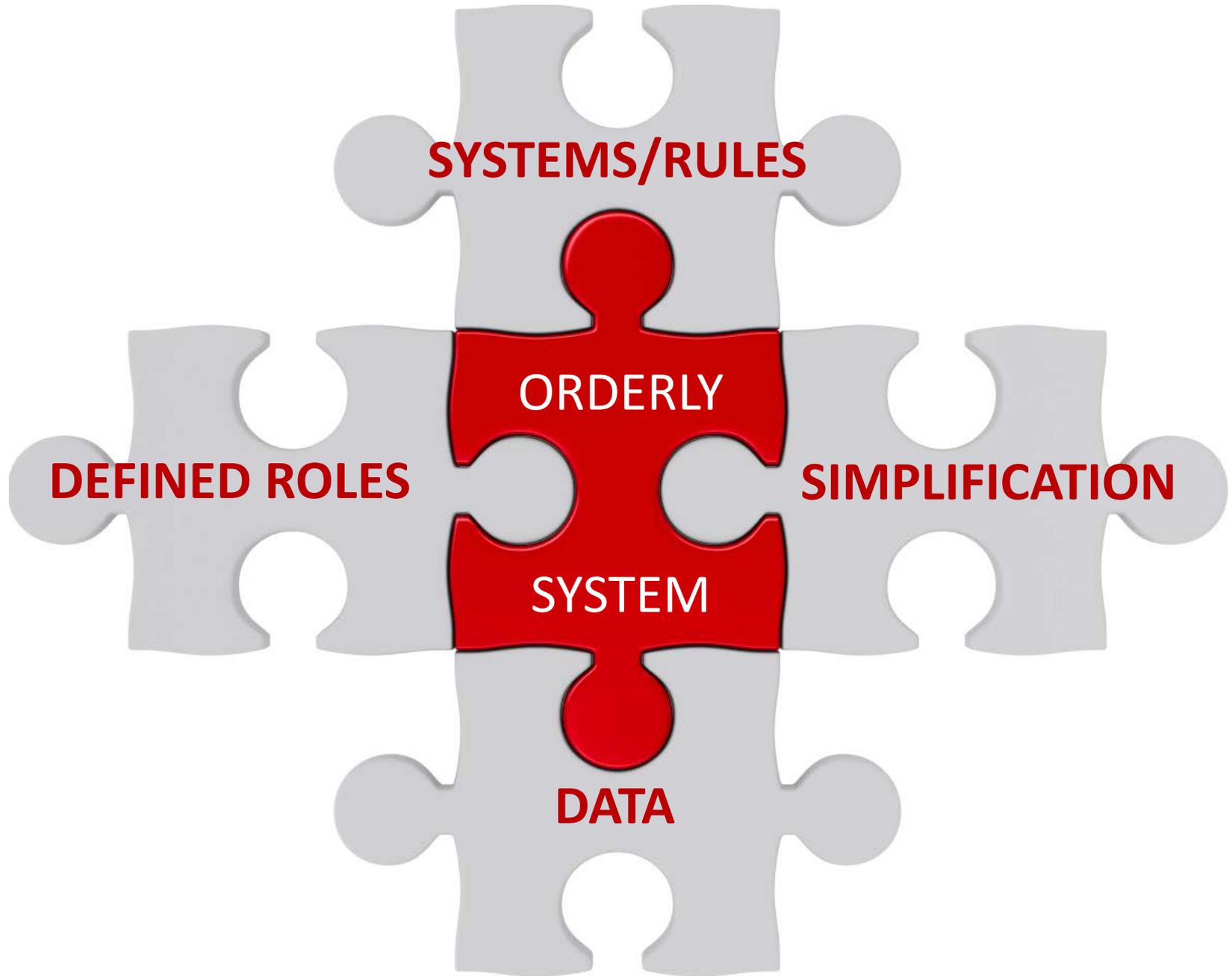
EPI's "One Thing" is...

**Sell, Design and Specify
Heavy Kitchen
Equipment**

ORDER!

**THE KEY TO AN ORDERLY SYSTEM IS
SIMPLIFYING YOUR BUSINESS MODEL.**







- JOB DESCRIPTION/EXPECTATIONS
- ORDER ENTRY
- LABELING/FILING
- TERRITORIES
- HOW TO HANDLE CUSTOMERS
- PO PROCESSING
- SET BOUNDARIES

Let me know if you recognize any of your
company's culture in this video?





- INDEPENDENCE
- PASSION/CREATIVITY
- ALLEVIATES MICRO-MANAGING
- HIGH LEVEL ACCOUNTABILITY
- REDUCES MISTAKES
- EMPLOYEE GROWTH
- EXPERT AT EMPLOYEE ROLE

Talk about an employee that is
passionate about his
job...watch Terry...





- CUSTOMERS
- WORK ETHICS
- INTERNAL PROCEDURES
- VISION
- REPORTS
- EMPLOYEES
- LINES



SIMPLIFICATION

“Great leaders are almost always great simplifiers who can cut through argument, debate, and doubt to offer a solution everybody can understand.”

-General Colin Powell

How do you?



- TAKES EMOTION OUT
- CLEARLY DEFINES BUSINESS DECISIONS
- GIVES BETTER DIRECTION
- GIVES EMPLOYEE CREDIBILITY
- POWER OR ADVANTAGE
- DATA DOESN'T LIE
- ACCOUNTABILITY
- BENCHMARKING



DATA

“The leaders of winning teams
always – always – let their people
know where they stand.”

-Jack Welch

Retired Chairman and CEO of General Electric

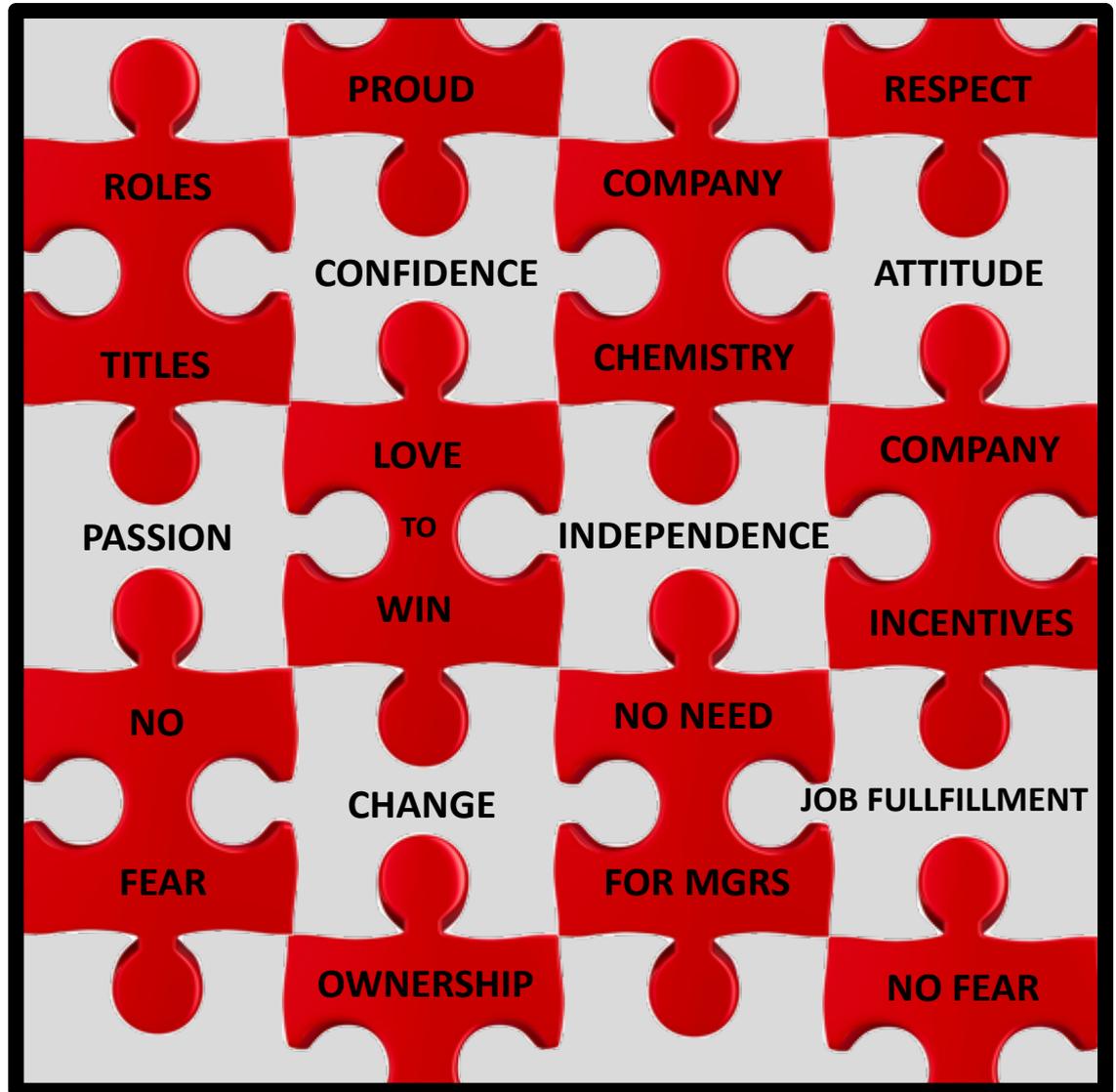
ONCE AN “ORDERLY SYSTEM” IS ESTABLISHED, THE BYPRODUCT IS...

- SYSTEMS/RULES
 - DEFINED ROLES
 - SIMPLIFICATION
 - DATA
- =



TEAM CULTURE

TEAM CULTURE IS MADE UP OF
HIGHLY CONFIDENT AND
FULFILLED
EMPLOYEES/INDIVIDUALS!





PASSION

- SHOWING ENTHUSIASM
- CONTAGIOUS
- COMPLETE TASKS
- HEART
- ENDURANCE
- FULLY COMMITTED





TEAM HOYT

Dick Hoyt, 66 and son Rick Hoyt, 44 have run over 950 races including 66 marathons and 6 Iron Mans.







CREATIVITY

- DON'T BE AFRAID
- SOLVE AN ISSUE
 - SPA SCHOOL SHOW
- BETTER WORKING ENVIRONMENT
- SUPPORTS PASSION
- INSTILLS FUN
- ALLOWS IDEAS, GOOD OR BAD





CREATIVITY

"Give people the chance to make a contribution to winning, let them gain the self-confidence that comes from knowing their role in it, and before long they abandon the paraphernalia of status and bureaucracy. They simply don't need it anymore."

-Jack Welch

Retired Chairman and CEO of General Electric



The 7 most expensive words in business??





*“We have always
done it that way”*





CHANGE IS GOOD

- NOT CHANGING IS NOT MOVING
- WHO MOVED MY CHEESE
- MOVING OFFICES
- EVOLVING
- YOUTH
- ROLE REVERSAL



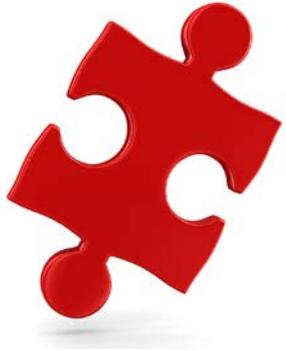
CHANGE IS GOOD

“The comfort zone of success can also lead to complacency, and complacency is the root of mediocrity.”

-David Cottrell



What do you think the
#1 motivator is for
your employees?



RESPECT!



RESPECT

- KNOWING EMPLOYEES ARE NATURALLY EMPOWERED
- CONFIDENCE IN SELF AND CO-WORKERS
- NOT AFRAID OF FAILING THE BOSS
- FLOURISH
- WANT TO VS. BEING TOLD TO
- SELF MOTIVATION



RESPECT

“Make people who work for you feel important. If you honor and serve them, they’ll honor and serve you.”

-Mary Kay Ash

Founder of Mary Kay Cosmetics



OWNERSHIP

- WILLING TO PUT IN EFFORT
- CONTINUED EDUCATION
- CROSS TRAINING
- TOOLS
- ACCEPTS ALL RESPONSIBILITIES GOOD AND BAD
- TREASURE
- VALUES, TIME AND EFFORT
- WILLING TO FIGHT FOR THE CAUSE



OWNERSHIP

Employees will take responsibility,
if it is spelled out from the beginning.

MANAGING TEAM CULTURE

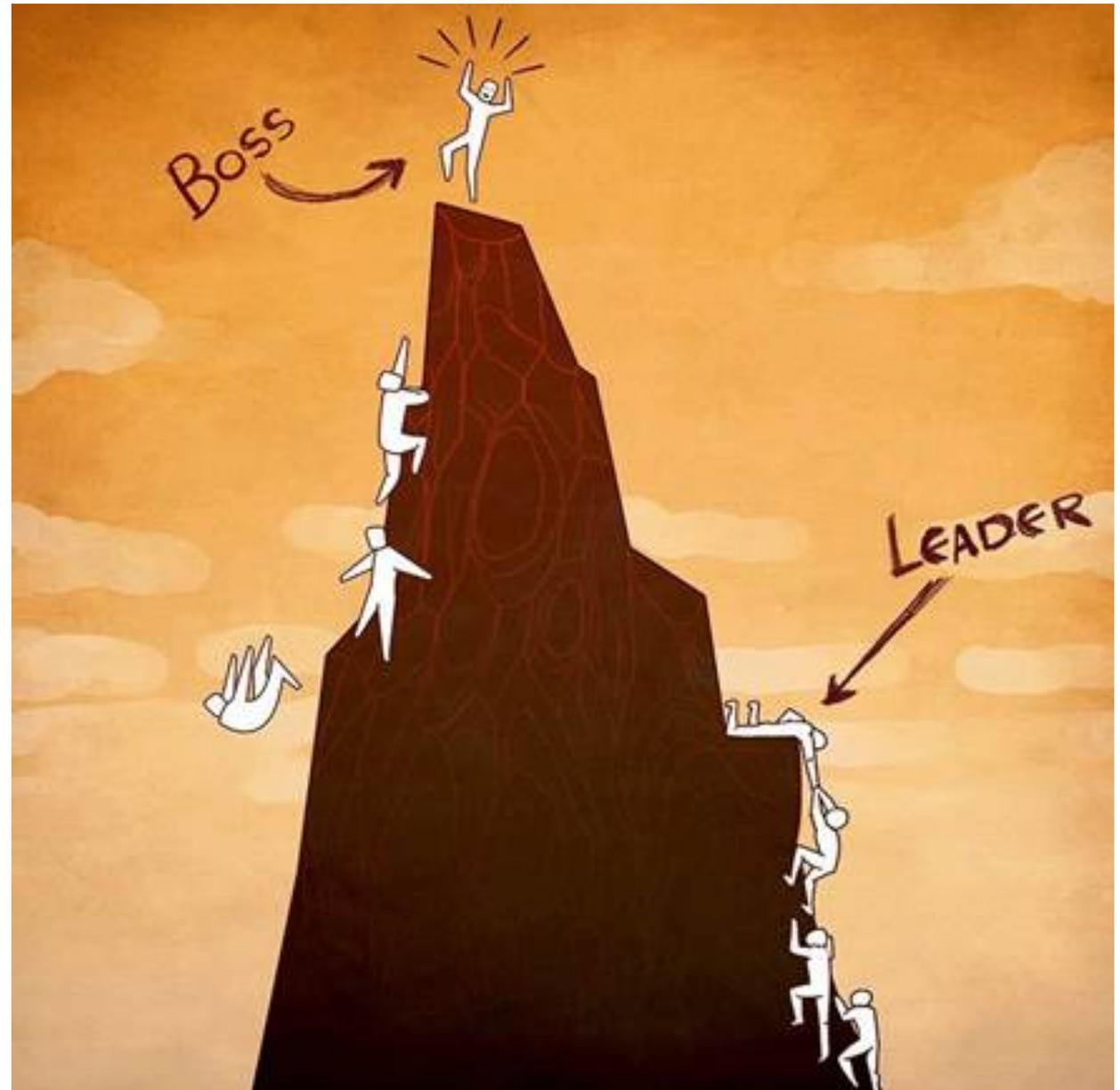


- CRAZY NEW GOAL SETTING
- BUILD ON FOUNDATION
- KEEP ROOTS GROWING
 - HIRING YOUTH
 - YOUTH = NO COMPLACENCY
- EXPAND INTO NEW SEGMENTS
 - START NEW BUSINESSES



- MAINTAIN GROWTH
- ENCOURAGE
- CONTINUED EDUCATION
- BENCHMARKING
- SHADOWING
- INCENTIVIZE (401K, BONUSES, ETC.)
- REWARD
- RESPECT
- EXTEND FREEDOM
- MENTOR

Is the person in charge of your company a leader or a boss?





MANAGING TEAM CULTURE

It takes a great man to give sound advice tactfully, but a greater to accept it graciously.

-Logan Pearsall Smith

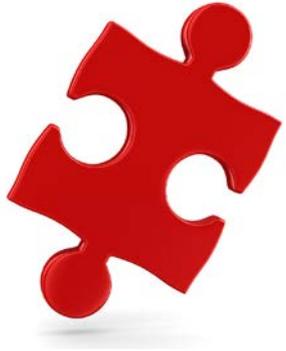
American-born British essayist and critic



SERVICE AGENT APPLICATION

Service agents focus

- Parts
- Installs
- Service
- Warranty
- Factory Relationships
- Alignment



QUESTIONS