

# “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



  
Conveyor  
Systems  
[www.aero-werks.com](http://www.aero-werks.com)

  
Walk-in Coolers,  
Freezers & Blast Chillers  
[www.americanpanel.com](http://www.americanpanel.com)

  
Rack, Deck Ovens,  
Proofers & Retarders  
[www.baxterbakery.com](http://www.baxterbakery.com)

  
Food Processors & Slicers  
[www.berkel.com](http://www.berkel.com)

  
Custom Counters  
[www.countercraftinc.com](http://www.countercraftinc.com)

  
Your Solutions Partner  
Serving Systems,  
Product Holding and Steamtables  
[www.dukemfg.com](http://www.dukemfg.com)

  
Faucets and Plumbing  
[www.fisher-mfg.com](http://www.fisher-mfg.com)

  
Display Lamps, Foodwarmers,  
Merchandisers & Food Finishers  
[www.hatcocorp.com](http://www.hatcocorp.com)

  
Proud supporter of you:  
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Food Machines & Cooking-  
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Display Cases, Merchandisers  
[www.husmann.com](http://www.husmann.com)

  
Floor Troughs, Hand Sinks,  
S/S Shelving  
[www.imcteddy.com](http://www.imcteddy.com)

  
Food Waste Disposers  
[www.insinkerator.com](http://www.insinkerator.com)

  
Pan Chillers, Prep Tables  
[www.kairak.com](http://www.kairak.com)

  
Shelving, Gates,  
Racks & Tables  
[www.newageindustrial.com](http://www.newageindustrial.com)

  
Conveyor Ovens  
[www.ovationovens.com](http://www.ovationovens.com)

  
A Marmon Group/Bethlehem Holdings Company  
Timers, Bun Toasters &  
Product Holding Bins  
[www.princecastle.com](http://www.princecastle.com)

  
Traditional and Fully Automatic  
Coffee Makers  
[www.rancilogroupna.com](http://www.rancilogroupna.com)

  
Merchandisers, Cases  
[www.regalpinnacle.com](http://www.regalpinnacle.com)

  
Ice Machines  
[www.scotsman-ice.com](http://www.scotsman-ice.com)

  
Specialty Refrigeration  
[www.silverking.com](http://www.silverking.com)

  
Waste Reduction/Warewash  
[www.somatcompany.com](http://www.somatcompany.com)  
[www.stero.com](http://www.stero.com)

  
Refrigeration, Hot Boxes,  
Blast Chillers  
[www.traulsen.com](http://www.traulsen.com)

  
Gas and Electric Cooking  
Equipment  
[www.vulcanequipment.com](http://www.vulcanequipment.com)

  
Heated Cabinets,  
Cook and Hold Ovens  
Correctional Food Care Systems  
[www.wittco.com](http://www.wittco.com)

  
Gas Cooking Equipment  
[www.wolfequipment.com](http://www.wolfequipment.com)

# THE ONE THING

WHAT IS YOUR  
COMPANY'S  
"ONE THING?"

THE NUMBER 1 BESTSELLER

GARY  
KELLER  
WITH JAY  
PAPASAN

# THE 1 ONE THING

The surprisingly simple truth  
behind extraordinary results

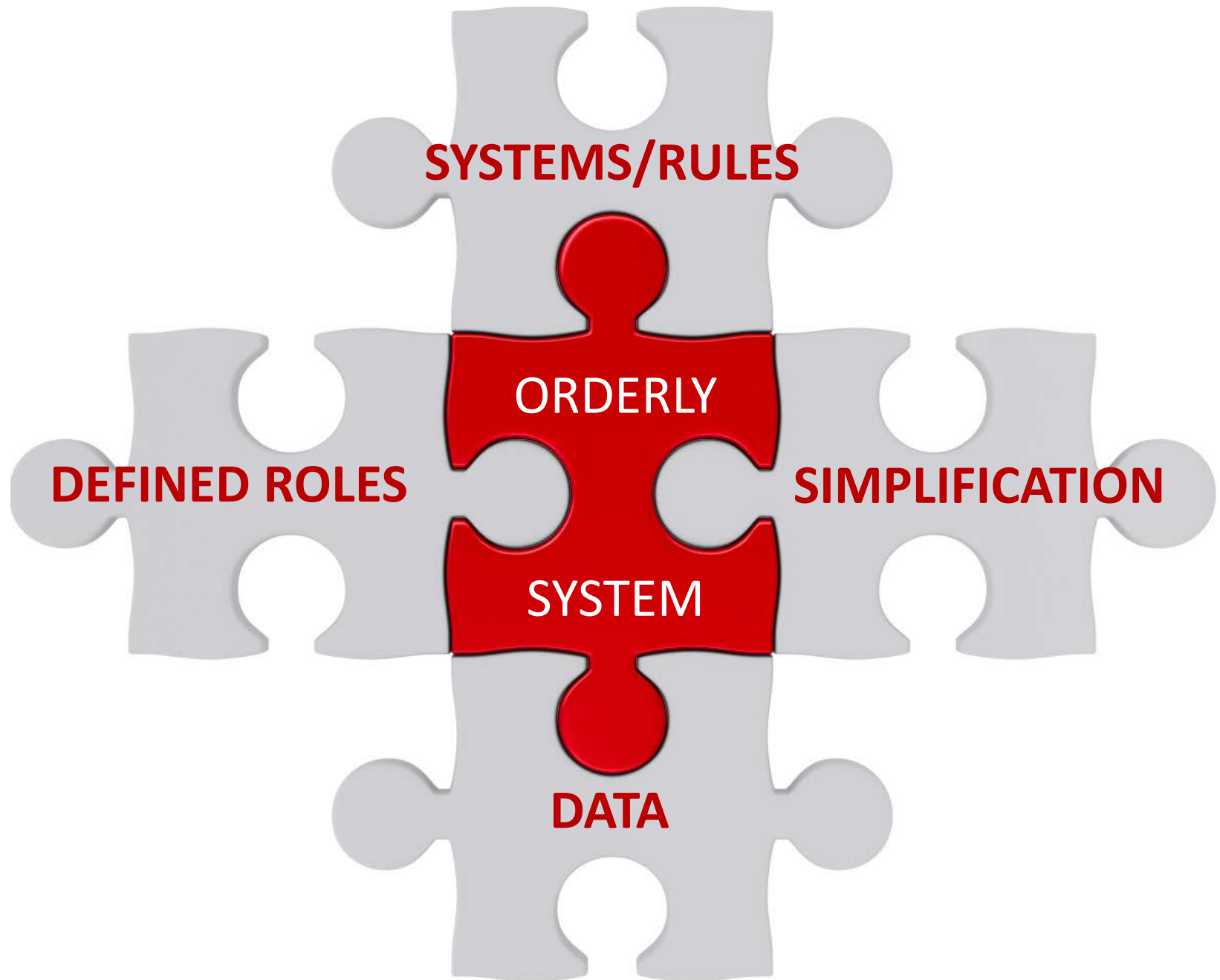
EPI's "One Thing" is...

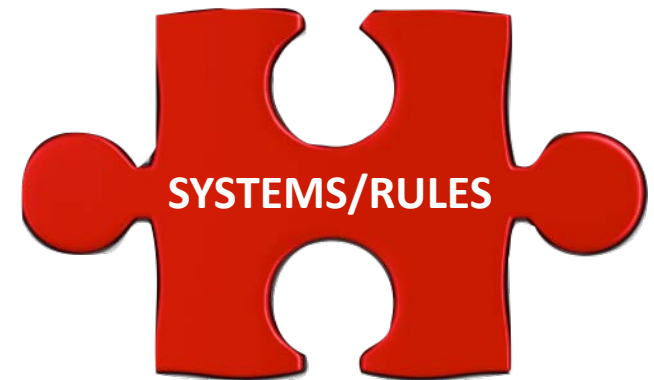
Sell, Design and Specify  
Heavy Kitchen  
Equipment

**ORDER!**

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





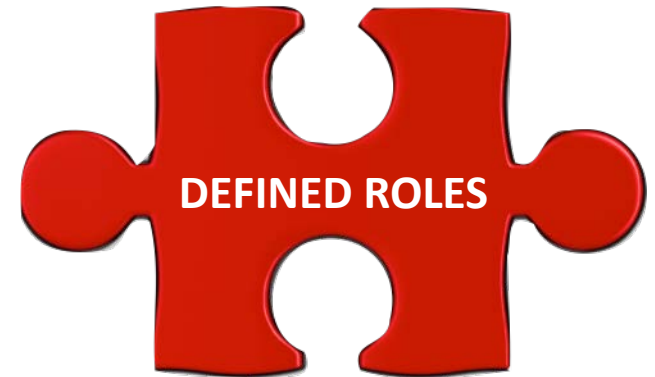


- JOB DESCRIPTION/EXPECTATIONS
- ORDER ENTRY
- LABELING/FILING
- TERRITORIES
- HOW TO HANDLE CUSTOMERS
- PO PROCESSING
- SET BOUNDARIES



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

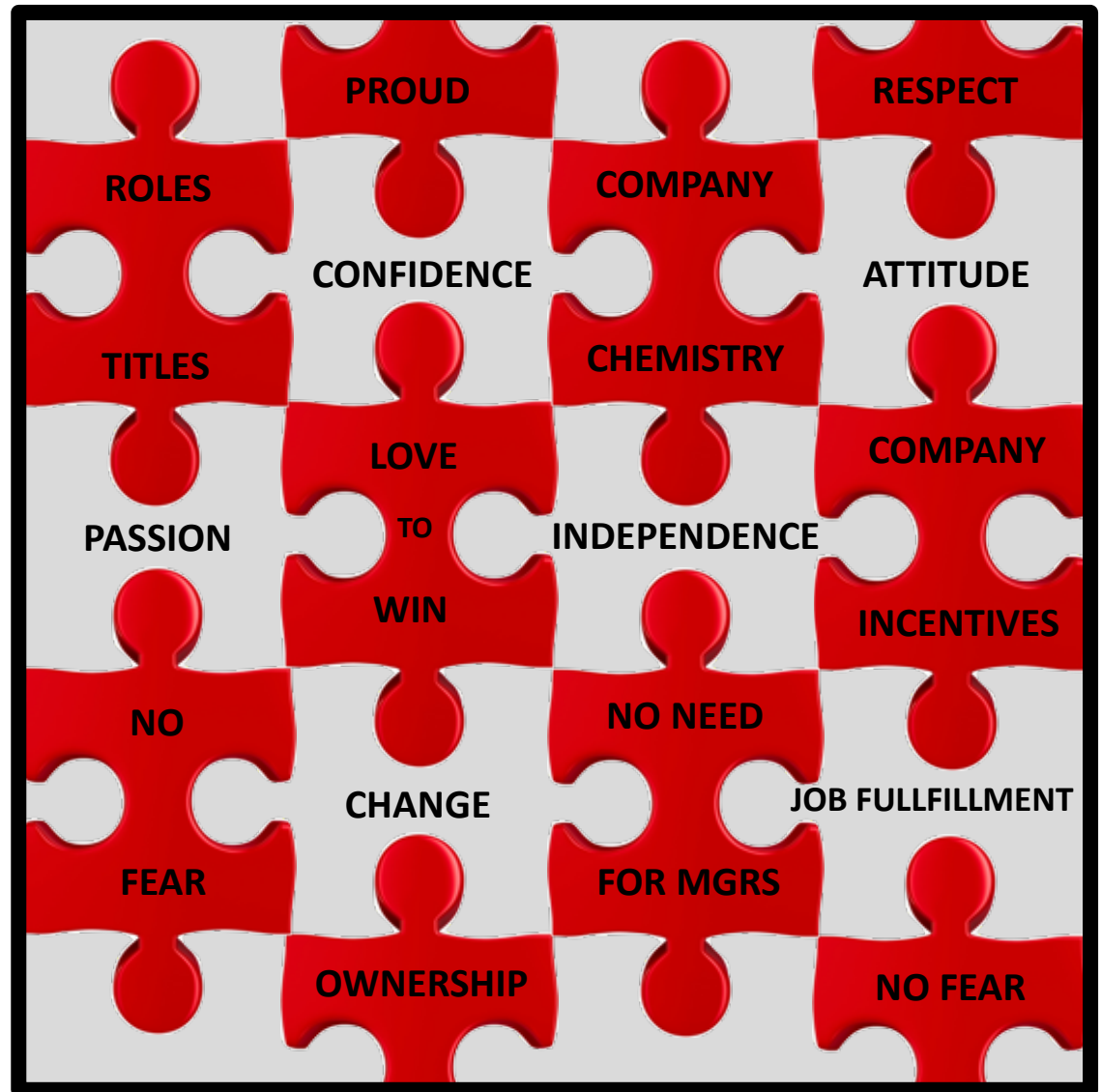
ONCE AN “ORDERLY SYSTEM” IS  
ESTABLISHED, THE BYPRODUCT IS...

- 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

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- 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