



**Creating  
Accountability  
&  
Managing  
Performance**

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- 1. Crystallise the Problem.**
- 2. Accountability with Staff.**
- 3. Performance Management.**

**Frustration is growing & it's real.  
Cost.**



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**Relevant Info**



- MS, Optus, Virgin, RAMs. SMBs
- Team Development & Performance. 17 years. Sold.
- 25000 convos, 2500 events, 85000 pax
- Entrepreneurs Organisation & CEO Institute.
- Neuroscience NLP
- Speaking / Facilitation / Business Coaching

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**The Reality**

- 2+ owners together: staff.
- Sense of 'harder'.
- Different world.
- Inter-generational.
- Not as passionate.
- Whine & Wing it? Or...?



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**The Problem**

- Harder to get good staff.
- Harder to keep good staff.
- Harder to get & keep ANY staff.
- 80% about YOU.
- 20% about the staff.



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**“We think their life gets  
in the way of work.**

**They think that work gets  
in the way of their life.”**



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**Was My Reality & Stuff Ups**

- Expectations were high
- Always disappointed...so were they.
  - Felt their care factor, drive & energy
  - Knowledge & common sense
  - Problem-solving
  - Was a ¼ of mine.
- Right!

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**The Big Shift:**

- Stopped judging them (me as the benchmark).
- Started:
  - Meet them where they're at. Not I'm at.
  - Judging myself as a Leader & Manager.
  - "How do set them up to NOT stuff up?"
- Frustrations halved. Profits doubled. Great staff stayed.



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**What can YOU control?**

- You
- Your Expectations
- Your Ability to Adapt
- Recruitment - Training
- Processes & Systems
- Accountability



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**Reduce**

- Frustration – everyone
- Staff dissatisfaction
- Hiring 'drones'
- \$ Losses – COGS & OH
- Machinery & Produce Losses
- Safety Issues.



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**Increase:**

- Quality of staff
- Staff tenure – good ones!
- Reputation as an employer
- Output/Profit per staff
- KPIs per hectare etc
- Profit (and sanity)



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*Comments or Questions?*



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**Staff 'success' is:**

- Managing your Expectations
- Ability & Willingness to Adapt.

**By Choice...not Necessity!**



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**Human Brain will always choose familiar & safe.**

**Let go. Resist?**

**THE DEVIL YOU KNOW IS BETTER THAN THE DEVIL YOU DONT**



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**Journo:**  
*"Yeh, but you spend that time & dollars training them & they still leave?"*



**Branson:**  
*"But what if I don't train them & they stay?"*

**Employer of Choice**

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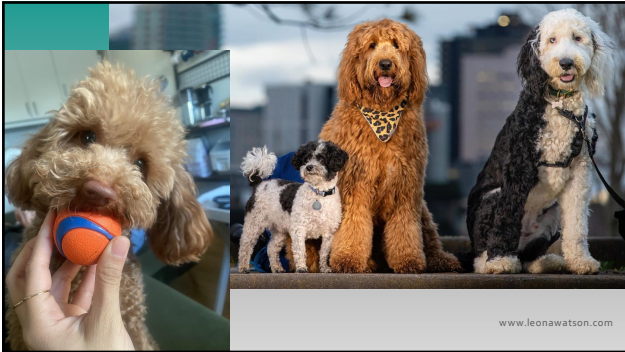
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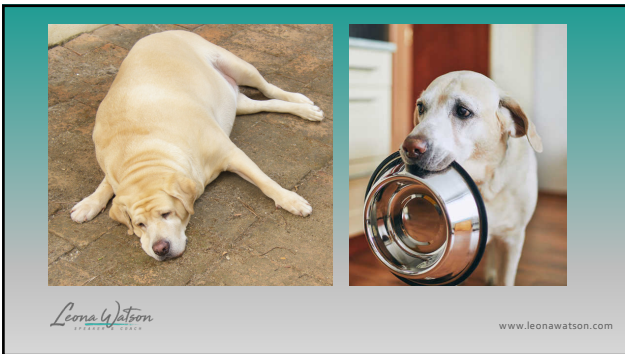
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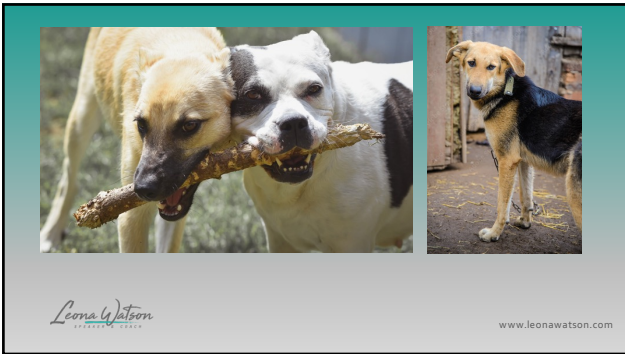
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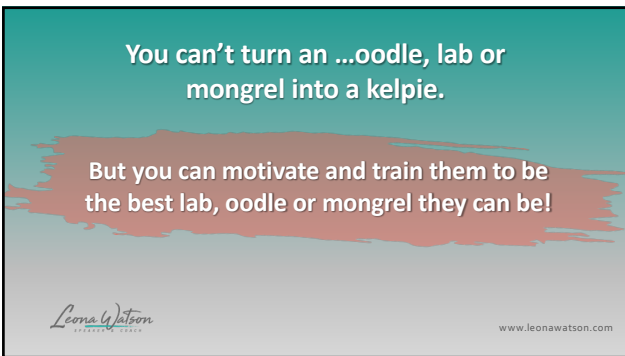
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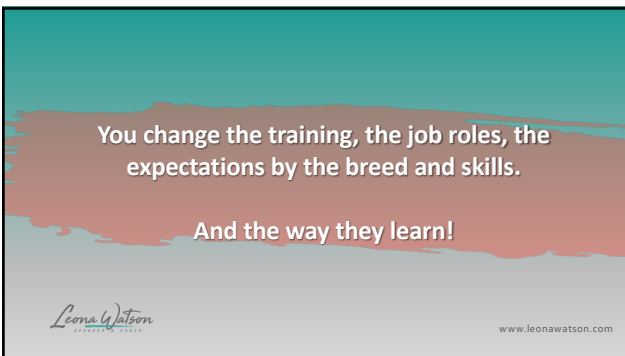
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Onboarding.  
Training.  
Processes.

Free you up!

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### Learning Styles (& Decision-Making)

- Visual: 50-70%
- Auditory: 30-40%
- Reading/Writing: 20-30%
- Kinaesthetic: 15-20%
- How do you know?
- Cover all. Visual at a min.

<b>VISUAL</b>  Learn best when information is presented visually through images and graphs.	<b>AUDITORY</b>  Learn best through the spoken word in conversations or audio recordings.
<b>READING/WRITING</b>  Learn best through text, either reading it or writing notes. AKA "verbal learning".	<b>KINAESTHETIC</b>  Learn best when they can interact with their learning environment.

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### Training People - Neuroscience

- WHAT. WHY. HOW. WHAT IFs.
- WHY: Meaning-making machines.
- 5-8 times to get it.
- 5 steps at a time is the max.
- Laminated Sheets & Whiteboard.
- Weekly activity.

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**Every Day Ideas**



- Morning Briefing.
- Taking photos.
- Write / record a daily report.
- Show & Tell each week.
- Process creation. Write or record – back up with Visual.
- Take care with perfection.

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- Processes
- Standards
- Behaviours
- Scalable & Safe
- A Players
- Own It. Do It. Smash it.

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**Comments or Questions?**



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**Accountability & Performance**



- What is accountability? Isn't?
- Casual – male and female.
- "I have high expectations and I'm sure you can reach them. I'm here to help you."
- "I'm just trying to work out where I've missed training you."
- Get them to show you / create process.



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**Tougher Conversations**

- Formal – NO bad guy.
- Eye contact. Positive & Negative.
- Prop. Third element. Paper.
- Follow-up & agree training.
- Stop – Start – Keep.



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**Celebrate Relentlessly**

- Addictive Behaviours
- Appreciate Appreciates
- How, not just What
- Milestones are Key
- Employer people like!
- Diarise



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**ARNOTT'S**  
Ginger Nut

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**Key Points**

- Your responsibility to change – not them.
- Assume they're lads & oodles.
- People respect what you inspect, but don't meddle! KPIs.
- Training. 80% comm non-verbal.
- Processes set you free.
- Kelpie's Rule!



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**Last Thing**

- 3 regular stuff ups that cost you & drive you crazy
- Stop – Start - Keep
- Tip: Start a Process



Video: 

Details / LinkedIn: 

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