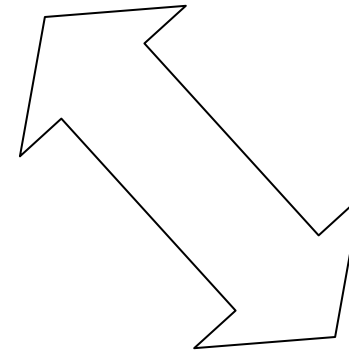
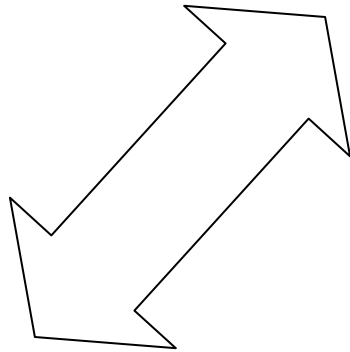


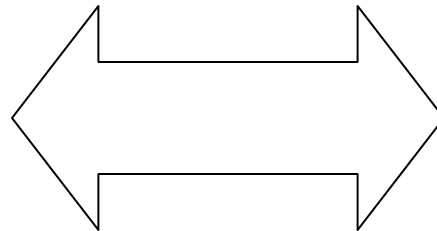
BUSINESS RESULTS

Ensure behaviors are linked to key results.



TEAM INTERACTIONS

Find and shift ineffective patterns between you and your team.



LEADER BEHAVIORS WITH TEAM

Increase your stamina to withstand the changes you lead.

Adapted from Mary Beth O'Neill
"Breakthrough Results with Backbone and Heart," 2003
www.mboExecutiveCoaching.com

redpoint! BUSINESS COACHING

www.redpointcoaching.com

3 Key Factors Menu

Identify, Connect, and Lead Your Highest Priority Factors

Business Results

Money

- ↑ Sales, Revenue
- ↑ Market Share
- ↑ Profit
- ↓ Discounts
- ↓ Employee Absent
- ↑ Employee Retent

Time

- ↓ Project Length
- ↓ Production Time
- ↓ Down Time
- ↓ Task Time
- 1st to Mkt. Innov.
- ↓ Approval Time

Quality

- Meet Q. Standards
- ↓ Defects
- ↑ Prev./ ↓ Relapse
- ↑ Customer Satisfaction
- Meet Environ. Standards
- ↑ + Media Visibility

Quantity

- ↑ Production
- ↑ # of Services
- ↑ Service Vol.
- ↑ Customers
- ↓ Inventories
- ↑ Distribution

Team Actions

- Paraphrase to clarify understanding.*
- Give opinions, raise concerns.*
- Give input outside their function.*
- Manage conflicts.*
- Seek decision clarity.*
- Hold peers accountable re: mutual agreements.*
- Own mistakes and initiate problem-solving.*

Leader Actions

- Give goals and expectations.*
- Clarify decision style.*
- Encourage differences.*
- Ensure commitment.*
- Give specific feedback.*
- Enforce expectations.*
- Acknowledge achievements.*

Adapted from Mary Beth O'Neill
"Breakthrough Results with Backbone and Heart," 2003
www.mboExecutiveCoaching.com

redpo!nt BUSINESS COACHING

www.redpointcoaching.com