

THE MGM

MULTIPLIER



WORKBOOK

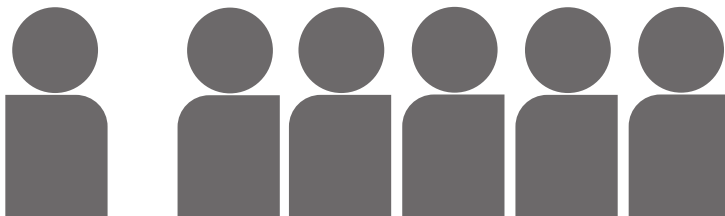
YOUR NEXT 10 STEPS

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10 STEPS

1. GET PERMISSION TO PUSH
2. BUILD YOUR LEADERSHIP BRIDGE
3. DELIVER YOUR LEADERSHIP EXPERIENCE
4. CREATE CULTURE
5. SETTING PERFORMANCE GOALS
6. RE-ONBOARD YOUR STAFF
7. HIRING - 10 GREAT QUESTIONS
8. ONBOARDING
9. COMMUNICATE FOR PERFORMANCE
10. LEADING THE NEXT GENERATION

**Win with
staff and
elevate team
performance.**



Step 1: Get Permission to Push

What is the goal of leadership?

To get people's best and see them perform at a high level.

To make that happen, you need to know the formula for action.

People only take the steps to higher performance when the formula for action is in place. That formula is:

Benefit > Cost = Action.

When the benefit of an action is not seen as greater than its cost, the action will not happen, or it will not happen for long.

This is the reason why some people can't find time to exercise before they have a health issue, but they can find it after. The benefit of exercise is now worth the inconvenience and the cost of exercise.

As a manager, you can influence the action formula in the people you lead in three ways:

- 1) Increase Pay.
- 2) Increase Punishment of no Action (so the benefit of action is now greater than its cost).
- 3) Increase Someone's Value.

Of these three strategies, the third, increasing someone's value, is the best option because the motivation for higher performance is internalized in the person you're leading, and this helps make it last. When you make people feel valuable, the higher performance you are looking for matches how they see themselves at work.

Value is the performance thermostat in people. Just like the temperature in your home will not stay above or below the set temperature for long, people's performance will not stay above or below their value line for long.

So how do you elevate the value of those you lead?

Start with these three steps.



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Step 1

Write down the name of the best leader/mentor you have ever had.

Step 2

Ask yourself, why did this person come to mind?

If you are like most people, the reason they came to mind is they made you feel valuable because they cared about your success. They cared about you as a person.

Step 3

Reset your view of the people you lead.

To become the best leader of those you lead and get their permission to push their performance, it may be necessary to reset your view of them and see them as people and not just employees.

This can be a challenge with staff that give you the most grief. If you find yourself feeling this way, I want you to use empathy. Empathy is a human behavior skill that looks past the behavior to see the person. Empathy with difficult people begins with the mindset that no one starts out in life wanting to be difficult or under-deliver.

Empathy creates a solution environment with those that are toughest to lead.