

How to Effectuate Culture Change in Your Office and Invest in Your Workforce

Presented by: Timothy Wan, Esq.
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Results!

- Increase Volume of Business
- Increase Revenue
- Employee Morale/Retention and “Buy-In”



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A Bit o' Background

- Passing of a Partner
- The Powerful Not-for-Profit
- The Small Startup
- Pop & Son
- Transition is the Catalyst?



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Failing Workforce? Why?

- What is the root cause of employee failure?
- What makes an employee work at a poor or lazy pace?
- Why do employees “defy orders”?
- Why do employees quit?

I'm Disregarding These Factors

- Personal Life Crises
- Substance Abuse
- Lack of Inherent Capacity
- Lack of Education/Qualifications

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Five Failures

- No Motivation
- Toxic Employees
- Lack of Training
- Unsatisfactory Compensation
- Poor Communication

Tim's Five Fundamentals

- Making Motivation (“Buy-In”)
- Combat Complacency
- Proper Training and Skill Development
- More Than Money
- Precise Communication

Making Motivation: “Buy-In”



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“Buy-In”: Employees are not Disobedient Children

- “Go Brush Your Teeth, NOW!”
- “If you don’t brush your teeth, you will get cavities. You will get rotten teeth. Do you want to have rotten teeth and then have to go to the dentist and have him pull out your teeth?”

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“Buy-In”

- Personal Responsibility
- Avoiding “Learned Helplessness”
- Collaborative Decision Making
 - No ideas without implementation.
 - No problem without recommendation.
- See Around Corners

Shoot the Monkey!

<https://hbr.org/1999/11/management-time-whos-got-the-monkey>



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Combat Complacency



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“The Hawthorne Effect”

- Hawthorne Works, Cicero, Illinois, circa 1924
- Illumination, Cleanliness, Workstations

“Individuals modify an aspect of their behavior in response to their awareness of being observed.”

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Tectonic Vigilance™

- Eliminate Toxic Employees
- Hiring Enthusiastic “Team Members”
 - Incremental Costs
 - Step Function Costs

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Proper Training and Skill Development



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Proper Training and Skill Development

- Staff Meetings
- Management Meetings
- Team Meetings
- Meetings Without You
- Pitfalls...

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Proper Training and Skill Development

- Duty Specialization
- Compartmentalizing, but not Silos
- Backups
- Proper Fit for Duties



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Feedback

- Immediate and On Demand
- Positive and Negative
- Public Recognition
- Transparent, Posted Goals
- Create Accountability

Pole-Vaulting Mouse Turds

“By the time you've discussed the many options available to you, the problem itself could have been long behind you had you simply disposed of those rodent droppings with a simple tissue and dumped them into the garbage!”

Wayne W. Dyer



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More Than Money



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More Than Money: Benefits

- Insurance
 - Health, Life, Auto, Vision, Dental, AFLAC
- 401K or IRA
- Brokers and Education
 - Finance, Driving, Plus Families!

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More Than Money: Tools for Success

- Chairs and Comfort
- Equipment:
 - Keyboard
 - Mouse & Mousepads
 - Headset
- Lockers and Coatracks

More Than Money: Health & Wellness

- Massage Therapist
- Flu Shots
- Purell
- Hand Lotion

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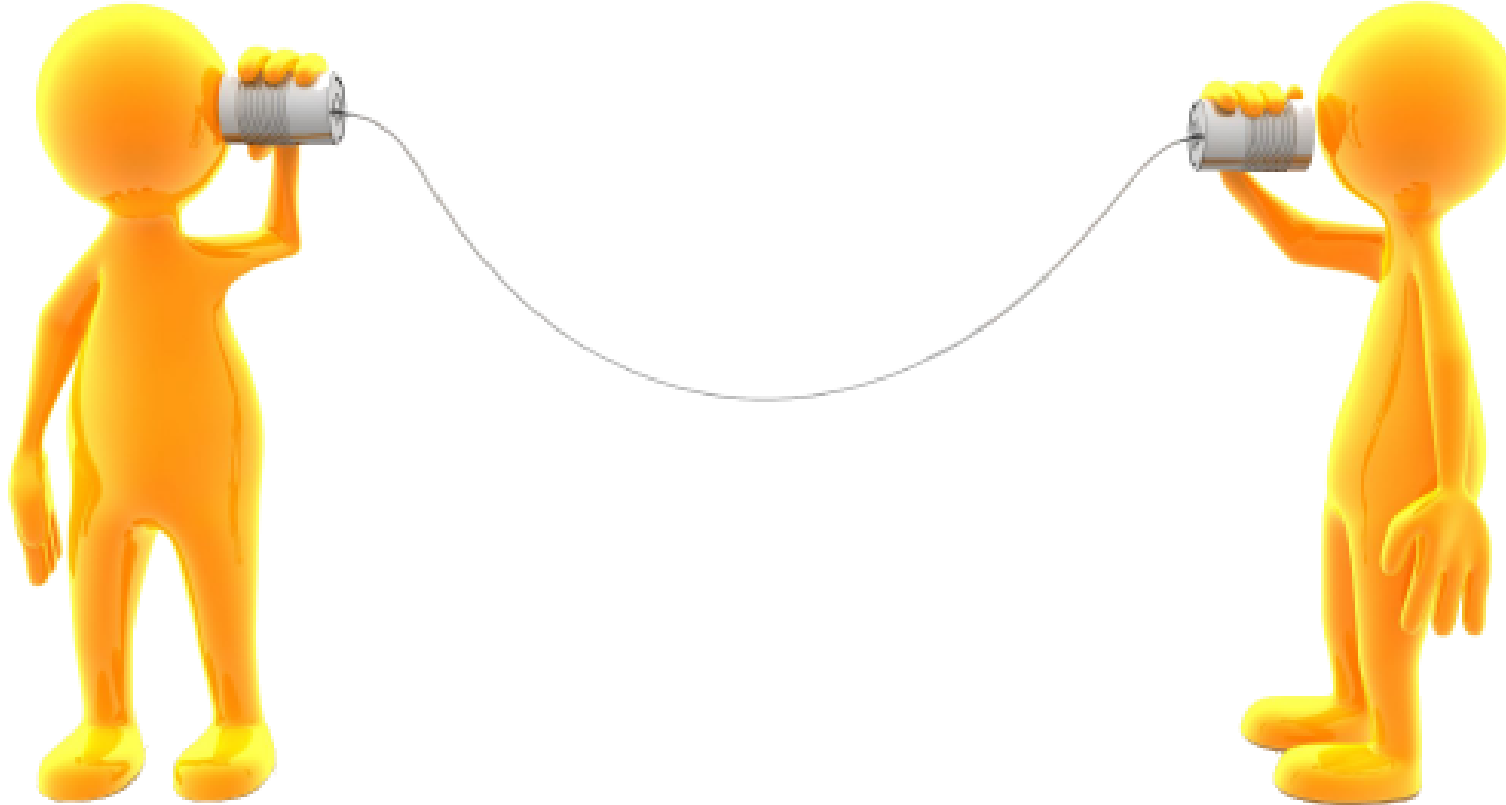
More Than Money: The Break Room

- Microwave
- Toaster Oven
- Keurig
- Paper Towels & Utensils
- Healthy Snacks

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Precise Communication



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Positive Communication: No Dictates and Threats

- “Effective Immediately!”
- “Under NO Circumstances!”
- “If you do not do this, then...”



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Positive Communication: What to Do

- Attentiveness to Preference
- Match Formality
- Appreciation
- Accountability - “Done.”
- Share Strategic Priorities

Precise Communication Quick Quiz # 1

“We need to do a Motion ASAP.”

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Precise Communication Quick Quiz #2

“Def called today. See notes.”

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Precise Communication Quick Quiz #3

“Client approved 50%.”

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Precise Communication Quick Quiz #4

“when 1 of u calls D2 u have 2 LM 4 them.”

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Precise Communication Quick Quiz #5

“What the fuck? Why did you do that on this file.”

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Questions?

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