

CHANGE, CHOICE AND CHAMPIONS

**CHOICE, CHANGE
AND CHAMPIONS**

Riches
Success Maid Easy

Choice, Change and Champions

- **35K Choices per day-Cornell University**
- **Energy draining-Tuesday**
- **Stuck**
 - **Analysis paralysis-Detrimental to evolution**



Choice, Change and Champions

- ***“Only a fool learns from his own mistakes. The wise man learns from the mistakes of others.” – Otto von Bismarck***
- **Stages of growth**
- **Failure Happens**
- **Thomas Edison**
- **Fear of Failure**



Choice, Change and Champions

- **Make a choice, any choice**
- **Act before ready and learn along the way**
- **Become obsessed**
- **Resources and tools at your fingertips**
- **Get in the game**



Choice, Change and Champions

- **CHANGE**
- **Important and rewarding**
- **Mentality you can do anything**
- **Believe in changes**



Choice, Change and Champions

- **3 major changes/yr-1.75 in 2012**
- **Performance 5% worse**
- **\$32.5 million cost to the bottom line per \$1 billion in revenue**
- **1/3 successes,
16% mixed results
1/2 clear failures**



Choice, Change and Champions

- So why is change so difficult?
- Changes have to happen
- Effective change leadership will make the difference of whether you continue to struggle, live a middle-level life or the life of a champion



Choice, Change and Champions

- **4 POINTS OF CHAOS**
- **Uncertainty**
- **Unpredictability**
- **Complexity**
- **Speed**



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- **Uncertainty-Talk one-on-one with each employee**
- **Unpredictability-Other proven results**
- **Complexity-Make sure everyone knows when and where and why**
- **Speed-One step at a time-start with starting with the door when cleaning—Next time follow door to face plate on light switch**
- **Learn to embrace the chaos**



Choice, Change and Champions

- **Have a positive attitude-keep a sense of humor**
 - **Only thing that will help you keep your sanity**
 - **You are not a victim of**
 - **Company forced to make changes**
 - **To stay in business**
 - **More competitors**
 - **Offer perfect cleanings**
 - **How do you keep a positive attitude with cleaners?**
 - **It is about how you react to them**
 - **Moan, groan, bitter and rude**
 - **Habits-254 times**
 - **Be a better Team Player**
 - **Not competitor**
 - » **Leader and advocate**



Choice, Change and Champions

- Coming together as a team change is easier
- If one member of your team fails all fail
- Forge better and new relationships with difficult employees-Meet in a different spot and change format
- Think of things to help them-Better tips
- Think of ways to make their job easier-i.e. cleaning tool belts
- Most of all-More fun—i.e. breakfast, parties, celebrations, contests



Choice, Change and Champions

- Ask more questions
 - Do not guess what they are thinking-What kind of tool belt?
 - Do not assume they will hate it
 - Get the accurate answers by asking them one-on-one
 - Very time consuming
 - I put in 80-87 hours in 5 days



Choice, Change and Champions

- Remember, even during the actual change period you still have the power of choice
 - You have power over the three things that control your life
 - You can choose what to focus on-Cleaners whining or implementing a new system
 - You can choose what things mean-Are the rolling eyes on the employee those of consent or discontent
 - And then you can choose what to do about the rolling eyes-continue to guess wrong or take the time to find out the right answer



Choice, Change and Champions

The choice is yours

Survival

Success

Resource maturity

