

# DRISCOLL LEARNING

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## *How CEOs Handle Their Power*

### **Emotional Intelligence**

CEOs typically put in countless hours to prepare for this important company role. They tend to learn how to be a leader during their stay in middle management. Often, these managers make mistakes such as being overbearing, micromanaging, and forgetting to invest in people on occasion.

Over time, they learned what they did well and what they could have done better. They figured out how to read people, support their team, detect signs of rebellion, and what motivates their staff. While these were all helpful aspects of learning how to manage others, it did not completely prepare them to be a CEO.

### **The Power Struggle**

New found power can cause issues both for a team and a new CEO. There are two necessary emotional competencies to have in order for them to handle power and their team effectively.

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Do You Have Self-Awareness and Empathy as a CEO?

## *Ten Ways To Welcome Your New Recruits*

A brand new hire joining your team is quite the accomplishment. After countless hours of recruiting, you've made it to their start date. It's time to roll out the red carpet a bit and make them feel welcome.

Don't miss this important aspect of training your new hire because you want them to stick around and believe in your company as a whole.

***Try to do these 10 things to make their first week exceptional:***

### **1. Think coffee**

Coffee is an easy and cheap way to give someone a treat. Go to a local coffee shop and spend some time getting to know them and break the ice a bit.

### **2. Welcome Email**

Make your team and new hire feel comfortable and informed by sending out a welcome email to introduce the new staff member and encourage others to reach out and say hello.

### **3. In Person Intros**

Introduce your new hire to management and people they will work directly with. This will alleviate fear and get those relationships started quickly.

### **4. Socialize**

Organize a social event the first week so that your new hire gets to feel a part of the team early. Plus, this gives other employees a break from the mundane and the chance to do something fun together.

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CEOs need:

1. Self-awareness
2. Empathy

Power is known to corrupt even the wisest individual. Also, people treat you differently when you are in a powerful position. CEOs must take time for their own self-analysis. Are you leading your team empathetically and in a way that will motivate them to succeed? If not, then you may deal with scenarios where you and your team could be blinded by your power.



### **Questions to Consider**

Future CEOs can be prepared to handle power at work. They must focus on their own professional and personal growth in order to be a great leader. In other words, you have to understand and know yourself through and through.

Consider the following:

- How do you feel about power? Do you respond to authority respectfully?
- Do you feel like you are harsh with people when they don't meet your expectations?
- How do you feel when you fall short? What about when other people do?
- Is there something more important than power?
- Do you turn inward or lash out at others when you make a mistake?
- How essential is workplace happiness?

A prospective CEO's answers will show what they really hold valuable in life and will determine how they handle power with their team.

Over the last several decades, leaders began to accept that emotional intelligence is necessary to succeed. CEOs have the responsibility of others in their hands. They are able to help and shape their team's careers and invest in their livelihoods. The role is powerful and can be used to benefit both a company and its employees. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC.  
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### **5. Tour the Facility**

Save time for your new employee and give them a tour of your building so they know where the restroom, break room and social spaces are located.



### **6. Business Cards**

Try to order their business cards and personal stationary in advance. This extra special touch will be seen as thoughtful and will be appreciated.

### **7. Business Update**

Your team should give a synopsis on their projects and the overall market situation for your business. The new hire will then be able to jump in and have a solid overview about current conditions.

### **8. Clear Expectations**

Give your new hire a clear list of expectations. They want to know the hours they should work, when to go to lunch and who to call if they are sick. Clarity will help a new employee understand what and how you want things done.

### **9. Daily, Weekly, Monthly Goals**

The first week of employment should be a time where you explain the daily, weekly and monthly goals to your new team member. Think of it like a roadmap in order to help them succeed in their role.

### **10. Recap Meeting**

After the first week, meet with your new employee on how it all went. Invite them to do a little Q & A session with you so that they are comfortable and on the right track.

Make your new hire's first week awesome! You've hired well so the next step is to train them right and get them adjusted to their role quickly, which benefits everyone. ❖

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*Just 1 in 4 employees had someone help them make new friends when they started their last job.*

~ Tom Rath, Author, *Vital Friends*

## How To Scale Complex Selling Strategies With Sales Integration

Sales teams face a variety of daily challenges. However, one that really hinders their goals to beat their quotas is the sheer volume of systems that they have to use. In order to be successful, you'll need to analyze data and set priorities based on what you learn.

When sales teams have to visit multiple sources to obtain this necessary info, their task becomes quite daunting. It takes time while sales and closing ratios slow down. Therefore, sales integration is essential in order to enhance sales cycles and improve closing.



### **Sales Integration Makes Things Simpler**

Companies with long sales cycles and numerous decision makers need help with simplifying their processes. Customization of products and services tends to warrant sales integration which helps companies increase their win rates and save time.

If you integrate your company's pricing and value systems with customer service management, price and quote (CPQ) and marketing automation, then you'll find greater success is on the horizon.

There are a number of sales integration options and approaches that can be taken. Consider these three to help scale complex selling strategies:

1. **Automation** – Your Company can accelerate sales cycles by automating the proposal and quote process in real time. In fact, you can integrate your CPQ and ordering systems quite simply. Companies are training their sales teams to use mobile apps in order to increase their sales. The apps help the teams to provide quotes, respond quickly, and handle price questions. The more integration of CPQ, the faster the quotes are provided. These companies claim the proposal cycle is reduced from over 15 hours to 30 minutes.
2. **Accuracy** – Companies were able to increase the accuracy of quotes because the most current pricing and services were available due to integration. You will get the benefit of only focusing on the most profitable products for your business. Companies see a major reduction in order sales cycles because there are fewer inaccurate quotes.
3. **Higher Win Rates** – Integration allows your company to increase their win rates. Customers get more accurate quotes and in a timely fashion. Your sales teams are more efficient and able to focus on new business while keeping their current customers pleased.

Integration is essential in order to fine tune your systems and drive up sales. Your customers and sales teams will appreciate this new strategy. Results will pour in immediately after implementation and you'll spend more time on what matters rather than spinning your wheels on things that take away from sales. ❖

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## One Minute Ideas

### A Sports Model For Teamwork

If you are a manager, consider the following: Old-line hierarchical companies follow a football model of organization. Everyone lines up in a specific place under the direction of the quarterback. The quarterback is the only person responsible for seeing the whole field and determining strategy. Action stops in between plays, so the company has time to plan and look ahead.

A better model for today's modern corporate environment is basketball. Here, people flow around the floor, instantly adapting to changing circumstances. There's virtually no pausing of play. People form and reform in various offensive and defensive alignments.

Modern corporations need flexibility and teamwork, which provides the ability to handle changing circumstances. ❖

Source: Bernard Avishai of Monitor Consultants in Cambridge, MA

**"Teamwork is the ability to  
work together toward a  
common vision.**

~ Andrew Carnegie

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## *Having Fun At Work Doesn't Happen By Accident*

Having fun at work boosts morale, productivity and creativity, while reducing burnout and turnover. But it doesn't happen by accident. Here's how three companies promote fun at work:

**Lands' End** recruits about 2,600 employees a year for its catalog business in Dodgeville, Wis. – a small town in a state with low unemployment. What's the draw? To start, department heads listen to employees' ideas for activities. Managers sometimes serve their staff members cookies and other treats. And the Lands' End Choir provides a musical outlet for about 70 employees.



*Fun events:* On "Inside-Out Day," warehouse workers wear clothes-what else-inside out. At the "Harvest Ball," customer service reps wear tuxedos and old bridesmaid dresses. And in the "Cruise Room," employees can enjoy punch and calypso music during breaks.

**Schwartz Communications**, Waltham, Mass., has 160 employees and yearly turnover of about 12% - one-third its industry's average. *Fun factors:* an on-site swimming pool, Ping-Pong, dart boards, video games, a freezer full of ice cream and parties at unusual sites, including the Boston Aquarium.

**Gymboree Corp.**, Burlingame, Calif., offers "snack time" and "recess" for its employees. The children's product manufacturer gives its 300 employees small perks that add up, such as 15 minutes on Wednesday afternoons for snacks paid for by in-house sample clothing sales. They also endorse a half-hour break on Thursdays to walk around the lagoon, play Frisbee, hopscotch or Hula-Hoop-or simply to lounge.

*Fun dividends:* While Gymboree employees "play," they often talk about work. Ken Myers, senior vice president of human resources, says it pays off. "We're a company of creativity, and creative ideas don't always come sitting in an office." Also, Myers stresses intangible benefits, such as team building and developing a better understanding of the organization's clients-children. ❖

*Source: Manager's Edge, as adapted from Journal of Business Strategy, Faulkner and Gray Inc., 11 Penn Plaza, New York, NY 10001*



## **DRISCOLL LEARNING – Seminar Schedule**

For more information, visit our web site at [www.driscolllearning.com](http://www.driscolllearning.com)

| Session Title  | Time             | Date(s)   |
|--|------------------|---|
| The Sales Connection Breakfast   | 7:30AM – 9:00AM  | Thursday, June 8 <sup>th</sup><br>Go to <a href="http://www.thesalesconnection.org">www.thesalesconnection.org</a> for details & registration |
| Business Briefing: What is Talent? Talent Selection & Job Benchmarking | 9:00AM – 11:00AM | Friday, June 16 <sup>th</sup>   |
| Professional Sales Development   | 1:00AM – 3:00PM  | Friday, June 9 <sup>th</sup> and Friday, June 23 <sup>rd</sup>  |
| DISC & Driving Forces Certification Process                            | 1:00PM – 1:45PM  | Monday, June 19 <sup>th</sup><br>Go To Meeting (email Bryan for details)  |
| FREE LinkedIn Training   | 9:00AM – 10:30AM | Tuesday, June 27 <sup>th</sup><br>Go to <a href="http://www.thesalesconnection.org">www.thesalesconnection.org</a> for details & registration |

All sessions held at: Dublin Entrepreneurial Center 565 Metro Place South, Suite 300, Dublin, OH 43017