

IAAPA Attractions **EXPO**

Moments of Truth

**Thursday, November 16, 2006
8:30 AM to 9:45 AM
Room # B406**



Moments of Truth



Presented by:

Matt Heller

hellerm@cfl.rr.com

407-435-8084

Moments of Truth

What are Moments of Truth?

Anytime you can make a decision that influences behavior.

How do you know when one has occurred?

?

?

?

?



Dante and Carolina

1.

2.

3.

4.

5.

6.



To Stay or to Go!

Your team members make decisions every day that impact whether they will stay with you or find another employer.



Daily Interactions

How do we communicate? What messages are we sending?

_____	_____ %
_____	_____ %
_____	_____ %

Which of the following are examples of open-ended questions?

- Do you have experience with this register system?
- What questions do you have about our new promotion?
- Who trained you? Why are you still doing it wrong?



Feedback

What is feedback?

Why do we give feedback?

Important components of feedback:

Documentation



Rewards and Recognition

What is the difference between a reward and recognition?

- Reward – something given as payment for worthy behavior
- Recognition – attention or favorable notice

Ideas for rewards and recognition:



Additional Resources

www.carrots.com – great resources for effective recognition. Books include: *The Invisible Employee*, *A Carrot A Day*, *The 24-Carrot Manager* and *Managing with Carrots*

www.generationwhy.com – insightful information on how to lead a young workforce (16-24 year-olds). Books include: *Employing Generation Why* and *Getting the to Give a Damn*

It's Okay to Ask 'Em to Work... And other Essential Maxims for Smart Mangers by Frank McNair. This book covers many foundational elements of effective leadership.



Moments of Truth

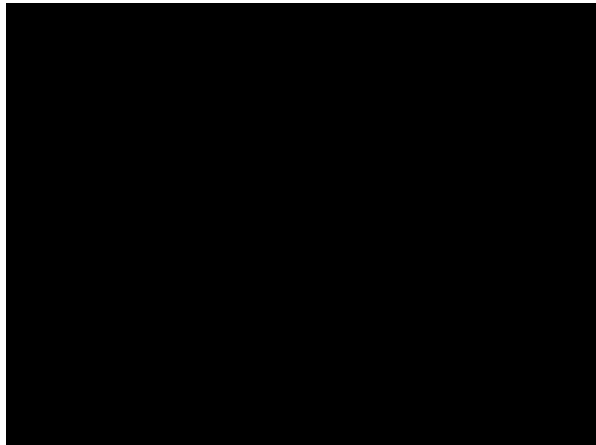


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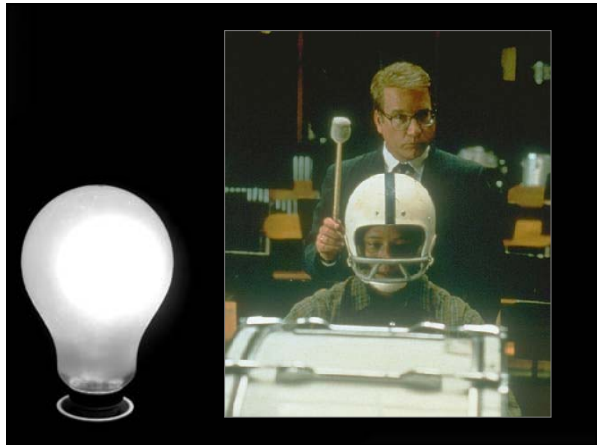
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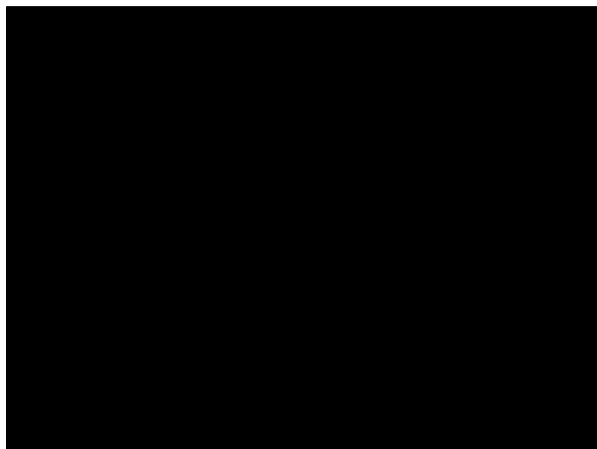
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Dante and Carolina



Service = Leadership

Dante and Carolina



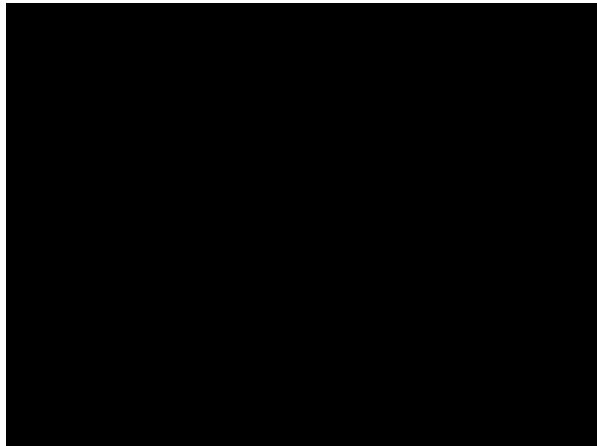
Introduced themselves
Called us by name
Got to know our needs
Owned problems
Knowledgeable
Always smiling

• Ten million more jobs than workers by 2008

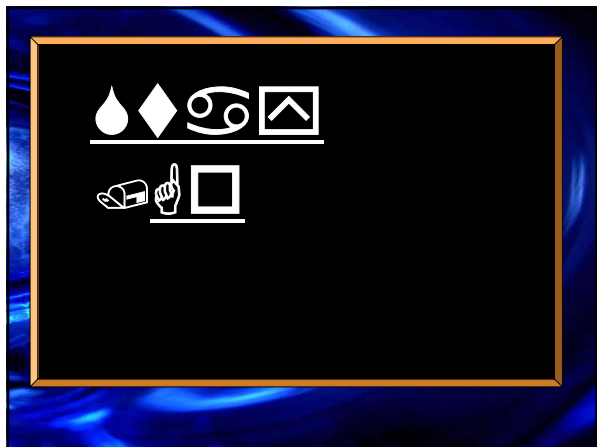


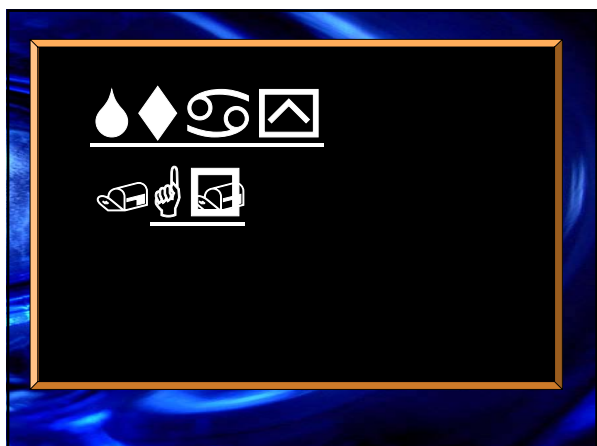
• 70% of commitment comes from Manager interactions

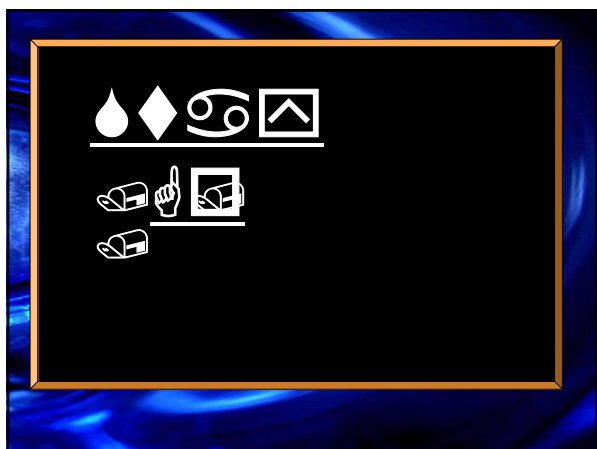
Corporate Leadership Council,
U.S. Bureau of Labor Statistics

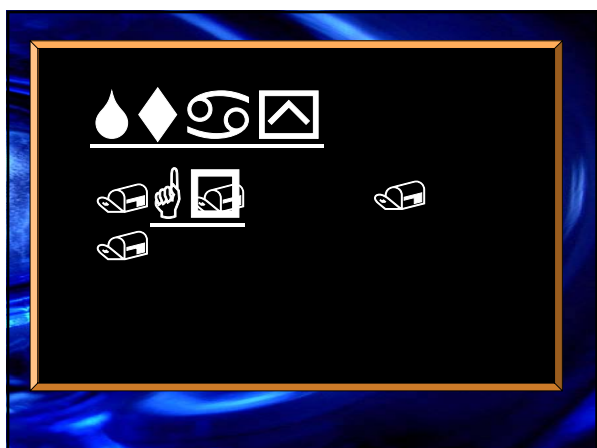


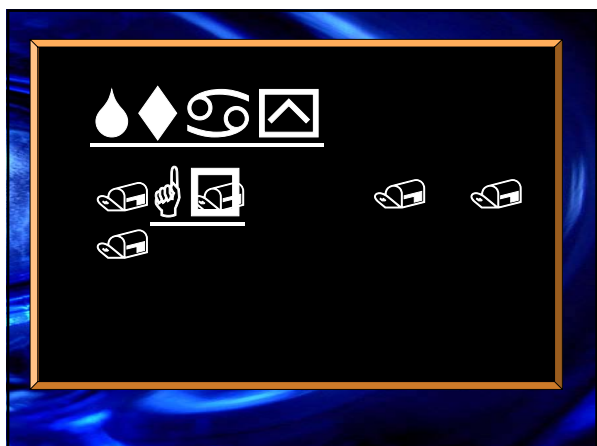


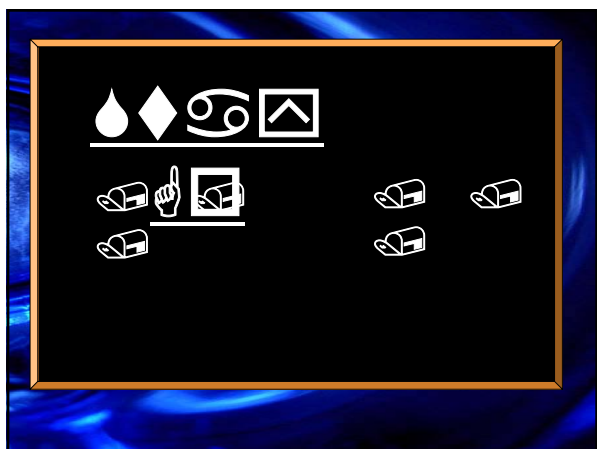




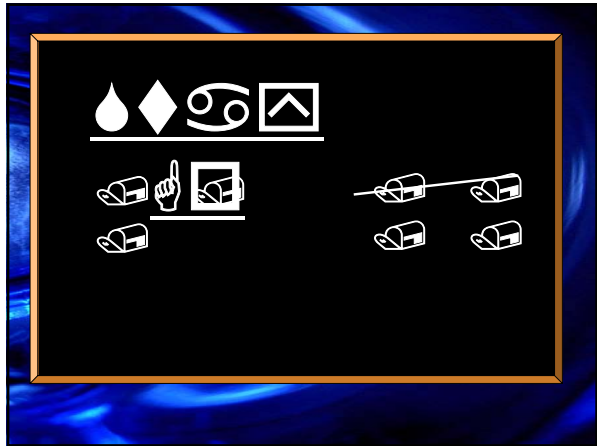




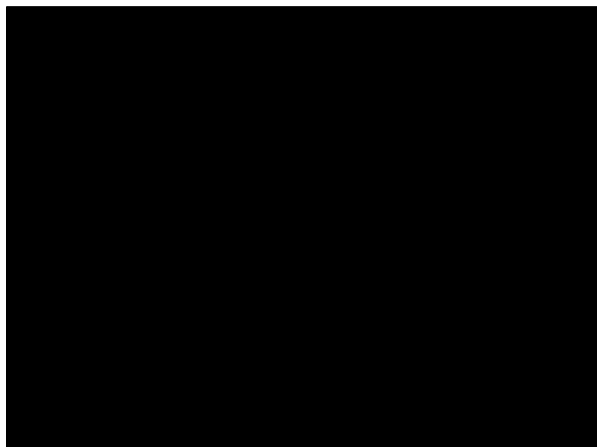















Daily interactions

Feedback

Recognition and rewards


Daily interactions



Communication

Words	7%
Vocal	38%
Non-verbal	55%

Feedback



Why give feedback?

The fear of feedback

Elements of feedback

Written documentation

Recognition and rewards



What is the difference?

What and when do you recognize?

How do you recognize?

"Zero Hero"



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