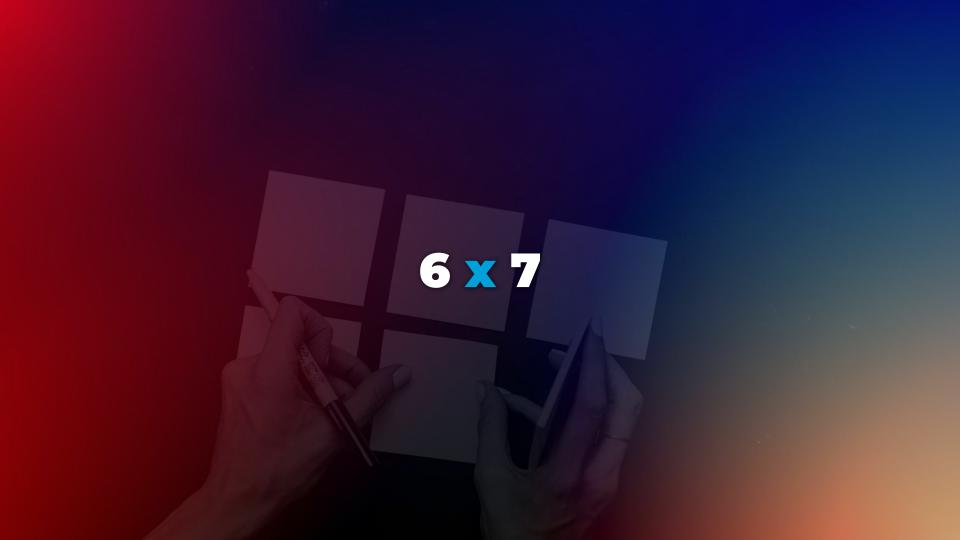


A PLAYBOOK FOR PUTTING PEOPLE FIRST

HAMZA KHAN

AUTHOR OF "LEADERSHIP, REINVENTED"

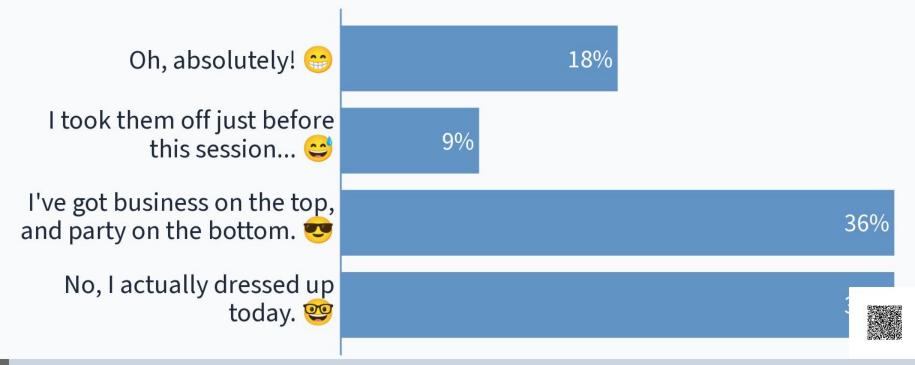


6 FACTORS 7 ACTIONS



Hand to heart, are you wearing pajamas right now? 👀





Where in the U.S. are you joining us from?





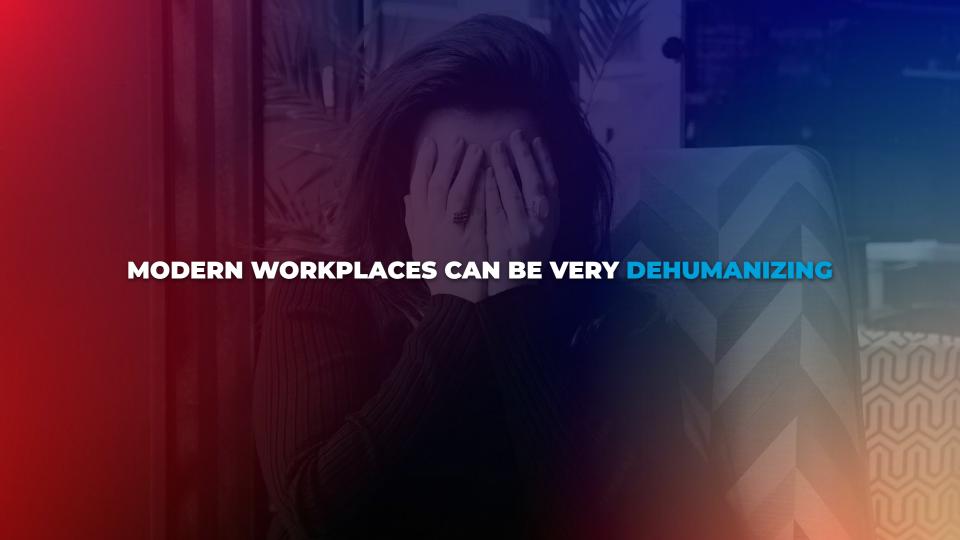










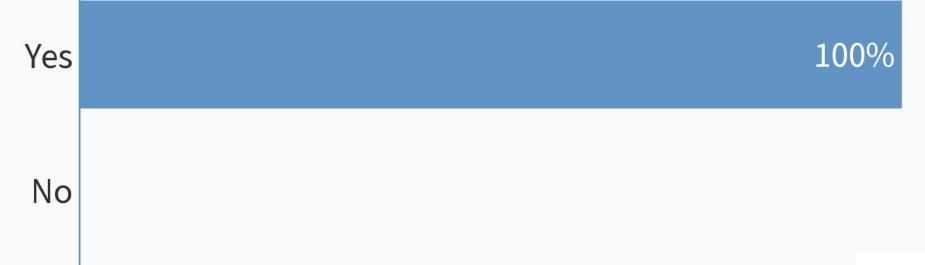






EX Text HAMZAKHAN to 37607 once to join

Have you ever had a bad customer experience?





THE 25 MOST POORLY REGARDED SECTORS IN NORTH AMERICA

1. PHARMACEUTICAL

2. GOVERNMENT

3. HEALTHCARE

4. ADVERTISING & PR

5. OIL & GAS

6. LEGAL

7. TV & RADIO

8. EDUCATION

9. INTERNET

10. MOVIE

11. PUBLISHING

12. TELEPHONE

13. AIRLINE

14. SPORTS

15. ELECTRIC & GAS UTILITIES

16. BANKING

17. RETAIL

18. AUTOMOBILE

19. ACCOUNTING

20. TRAVEL

21. FARMING & AGRICULTURE

22. GROCERY

23. COMPUTER

24. RESTAURANT

GALLUP









6 "UPSTREAM" FACTORS

- 1. UNSUSTAINABLE WORKLOAD: JOB DEMANDS EXCEED HUMAN LIMITS
- 2. LACK OF CONTROL: ROLE CONFLICT WHICH INHIBITS A COURSE OF ACTION
- 3. INSUFFICIENT REWARD: LACK OF MATERIAL REWARDS AND OPPORTUNITIES
- 4. POOR/TOXIC COMMUNITY: LOSS/ABSENCE OF POSITIVE INTERACTIONS WITH OTHERS
 - 5. LACK OF FAIRNESS: INCONGRUENCE BETWEEN INPUTS AND OUTPUTS
 - **6. INCONSISTENT OR MISSING VALUES: INSUFFICIENT IDEALS AND MOTIVATION**

"BEST" vs. "WORST" COMPANIES

UNSUSTAINABLE WORKLOAD: 43% vs 48%

LACK OF CONTROL: 6% vs 6%

INSUFFICIENT REWARD: 30% vs. 31%

POOR/TOXIC COMMUNITY: 24% vs. 30%

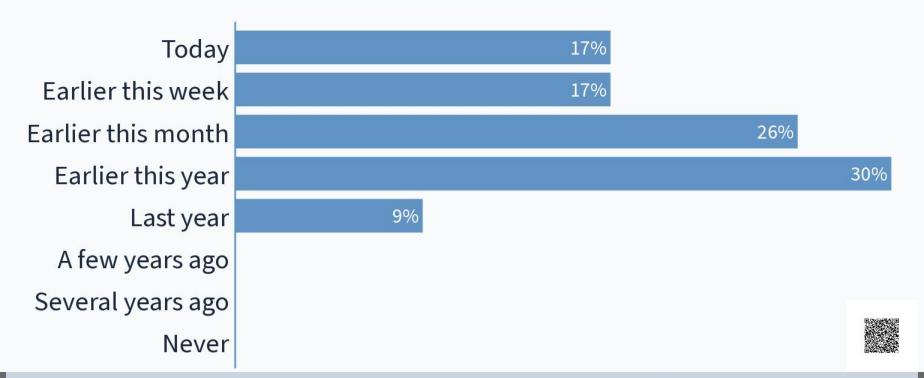
LACK OF FAIRNESS: 31% vs. 29%

INCONSISTENT (OR MISSING) VALUES: 25% vs. 17%

76% OF WORKERS HAVE EXPERIENCED SOME FORM OF BURNOUT GALLUP

™ Text HAMZAKHAN to 37607 once to join

When was the last time you felt burned out?



60% OF LEADERS REPORT FEELING "USED UP" BY THE END OF THE WORKDAY **2021 GLOBAL LEADERSHIP FORECAST**

70% OF LEADERS ARE "SERIOUSLY CONSIDERING" RESIGNING IN ORDER TO RESTORE THEIR WELL-BEING

DELOITTE

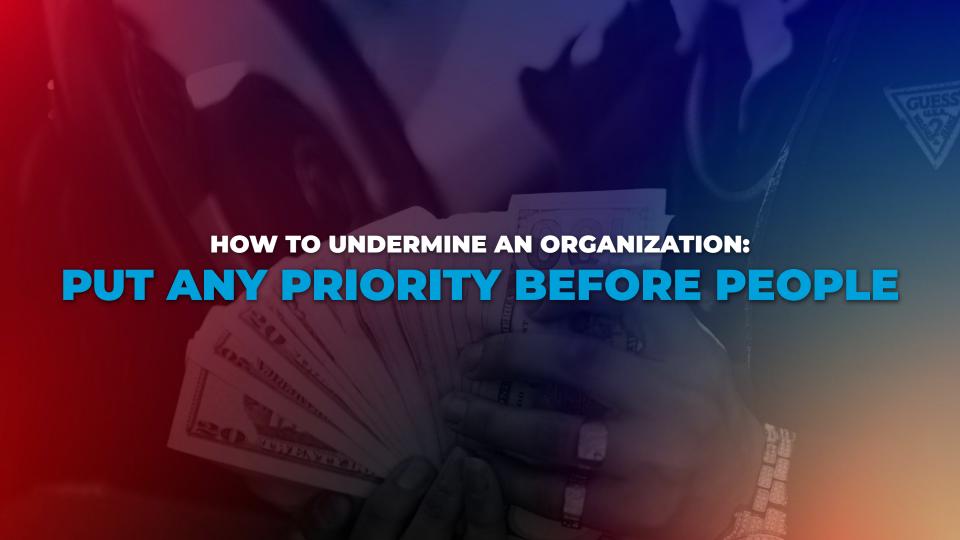
"WORKPLACES CAN BE VERY UNHEALTHY ENVIRONMENTS...
IF YOU TAKE A PLANT AND PUT IT IN A POT AND DON'T WATER IT AND GIVE IT LOUSY
SOIL AND NOT ENOUGH SUN, I DON'T CARE HOW GORGEOUS THE PLANT WAS TO
BEGIN WITH—IT ISN'T GOING TO THRIVE."

DR. CHRISTINA MASLACH



THE BLEAK TRUTH MOST ORGANIZATIONS FAIL

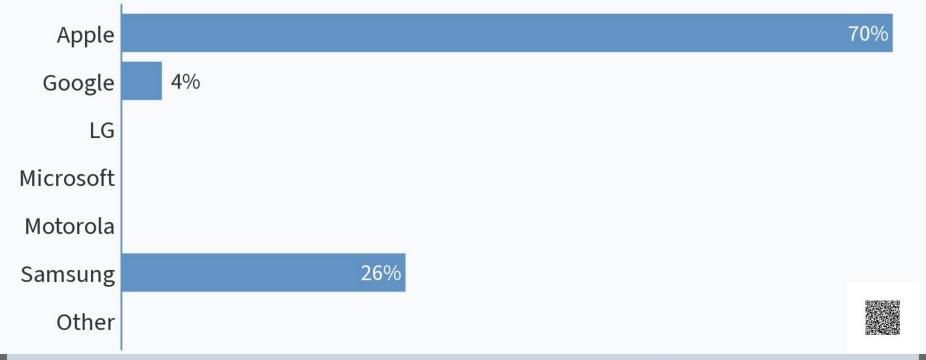




 $\ensuremath{\mathfrak{B}}$ When poll is active, respond at pollev.com/hamzakhan

™ Text HAMZAKHAN to 37607 once to join

What type of phone do you use?



YOUTUBE: "STEVE BALLMER LAUGHS AT IPHONE"

PROFITS > PEOPLE = DISENGAGEMENT

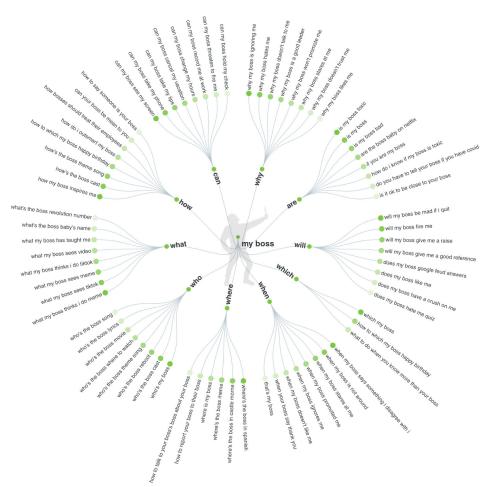
SATYA NADELLA THE POWER OF PUTTING PEOPLE FIRST











58% PEOPLE WHO SAY THEY TRUST STRANGERS MORE THAN THEIR OWN BOSS **HARVARD BUSINESS REVIEW**

"THRIVING"

LEADERS (61%)

VS.

"SURVIVING/STRUGGLING"

FRONTLINE WORKERS (61%) • NEW EMPLOYEES (64%) • MOTHERS (56%) • GEN Z (60%)

EDELMAN 2021 WORK TREND INDEX SURVEY

HR & EMPLOYEES:

"PLEASE START A REVOLUTION!"

LEADERS:

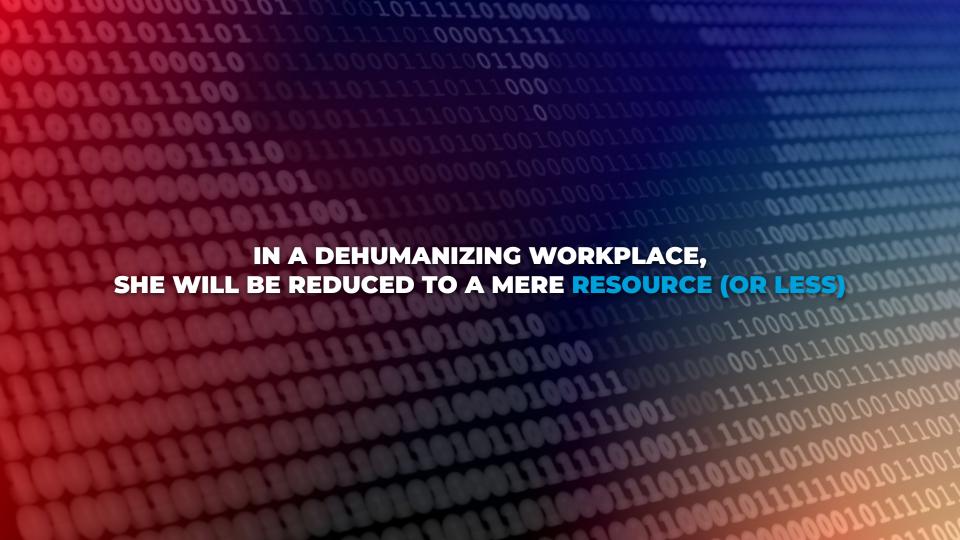
"DON'T START A REVOLUTION!"

THE DISCONNECT IS REVEALING...





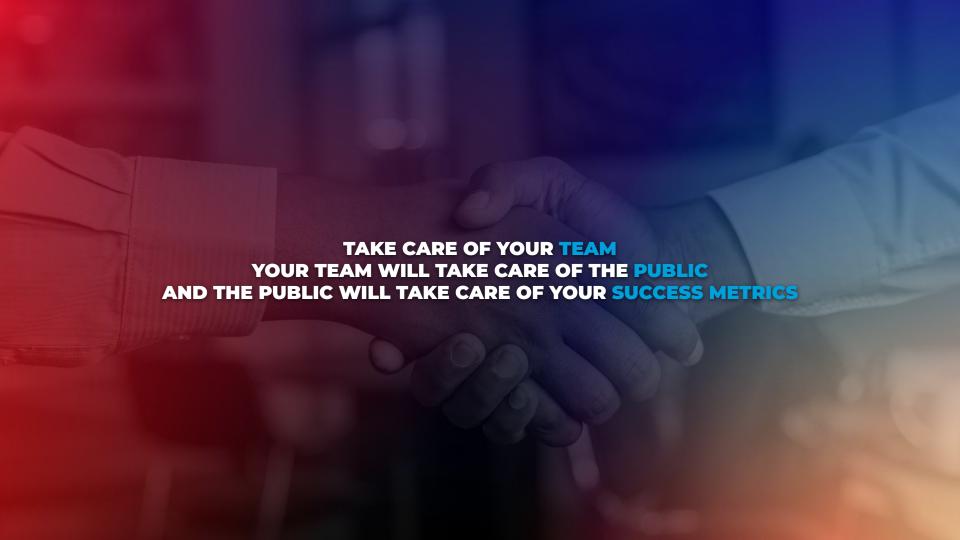




IT DOESN'T HAVE TO BE THIS WAY WORKPLACES CAN BE HUMANIZING

GOOD FOR THE PEOPLE S GOOD FOR THE MISSION





20 BEST-RANKED PUBLIC COMPANIES: 60% HAVE BEATEN THE S&P 500, AND 91% HAVE HAD POSITIVE RETURNS UP TO 2019

GLASSDOOR



COMPANIES THAT PROMOTE A CULTURE OF HEALTH, SAFETY, AND WELLBEING: OUTPERFORMED THE MARKET BY 2% PER YEAR, WITH A WEIGHTED RETURN ON EQUITY OF 264% (COMPARED WITH THE S&P 500 RETURN OF 243%)

AMERICAN COLLEGE OF OCCUPATIONAL AND ENVIRONMENTAL MEDICINE



THERE'S ONLY I TYPE OF ORGANIZATION H2H = HUMAN TO HUMAN







INTENDED TO DETECT BURNOUT'S 6 UPSTREAM FACTORS:

UNSUSTAINABLE WORKLOAD
LACK OF CONTROL
INSUFFICIENT REWARD
POOR/TOXIC COMMUNITY
LACK OF FAIRNESS
INCONSISTENT OR MISSING VALUES

22% PERCEPTION GAP

ON AVERAGE, LEADERS RATE WORKPLACE DIMENSIONS ASSOCIATED WITH MENTAL HEALTH AND WELL-BEING 22% MORE FAVOURABLY THAN THEIR EMPLOYEES

MCKINSEY HEALTH INSTITUTE

KEEP IT H.O.T.

- 1. HONEST
- 2. OPEN
- 3. TRANSPARENT

A SUREFIRE STRATEGY FOR PUTTING PEOPLE FIRST

BOSS



ACTION #1

REVERSE-ENGINEER THE ORGANIZATION

IN YOUR OWN WORDS, ARTICULATE YOUR BRAND/REPUTATION



ASK YOURSELF:

WHAT ARE WE TRYING TO BECOME?
WHAT ARE WE NOW?
WHAT ARE WE NOT?
WHAT IS OUR CULTURE?
WHAT DO OUR PEOPLE BELIEVE IN?
HOW DO WE IMPACT THE LIVES OF THE PEOPLE WE SERVE?

ACTION #2

EMBARK ON A LISTENING TOUR

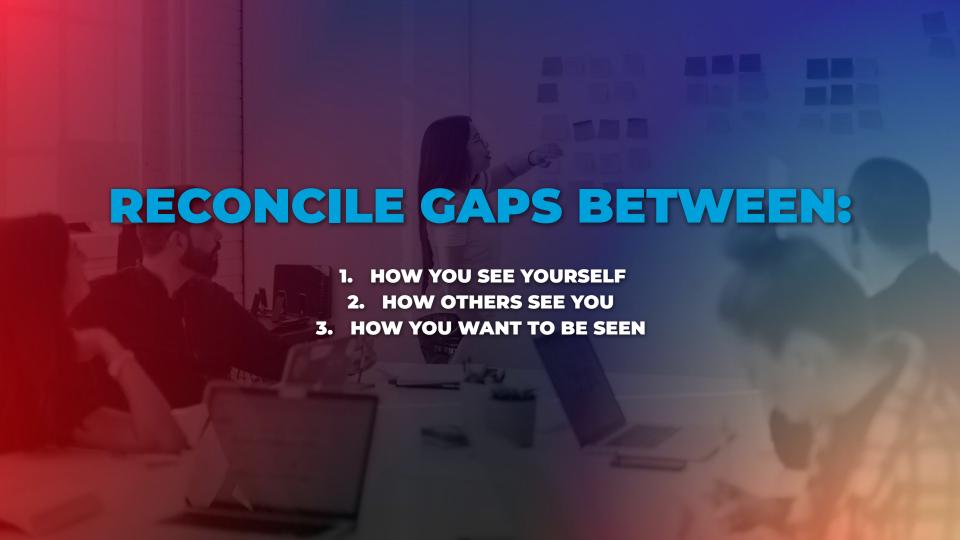
LEARN VITAL INFORMATION BY ASKING TOUGH QUESTIONS



ROUTINELY ASK OTHERS:

WHAT'S WORKING?
WHAT'S NOT WORKING?
WHAT ARE OUR STRENGTHS?
WHAT ARE OUR WEAKNESSES?
WHAT ARE THE OPPORTUNITIES FOR GROWTH?
WHAT ARE THE THREATS TO OUR ORGANIZATION?







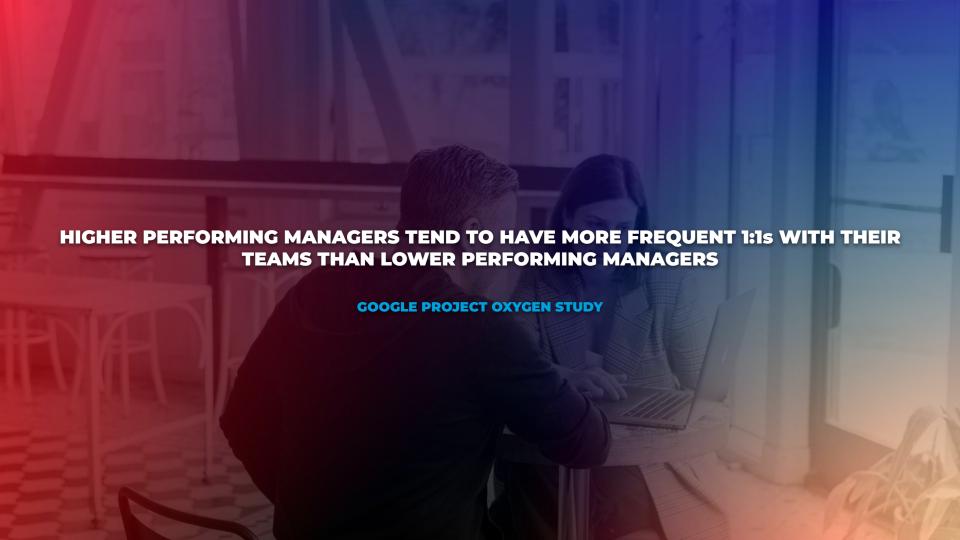
IMPROVE YOUR
ONE-ON-ONES

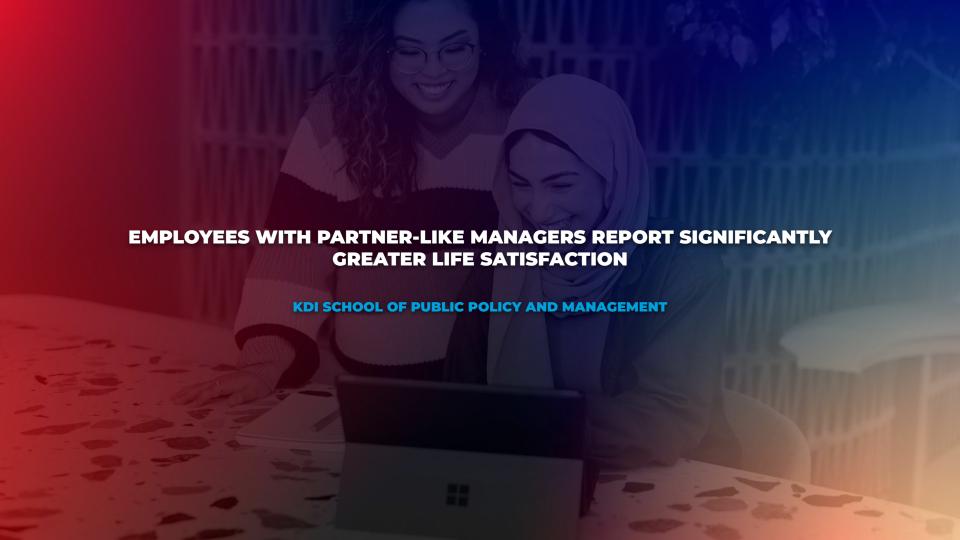
STRUCTURE DISCUSSIONS AROUND GROWTH & WELL-BEING



How often do you have structured 1:1s with your employer/employees?







IMPROVE 2 FEATURES:

1) FORMAT:

WEEKLY OR BI-WEEKLY
PRE-SCHEDULED
PRIVATE

2) STRUCTURE:

FIRST 10: <u>THEIR</u> AGENDA MIDDLE 10: <u>YOUR</u> AGENDA LAST 10: THEIR <u>FUTURE</u>

ACTION #5

MAKE DEEPER CONNECTIONS

BE FEARLESSLY VULNERABLE WITH YOUR TEAM



DON'T BE AFRAID TO DIVE DEEP:

WHY DID YOU JOIN THIS ORGANIZATION?

ARE YOU PROUD TO WORK HERE?

WHAT GETS YOU OUT OF BED EVERY MORNING?

DO YOU RESPECT OUR LEADERSHIP?

WHAT ARE YOUR PERSONAL & PROFESSIONAL DREAMS?

ARE WE HEADED IN THE RIGHT DIRECTION?

HOW AM I DOING AS A LEADER?

WHERE CAN I IMPROVE MY LEADERSHIP?

HOW WOULD YOU DO THINGS DIFFERENTLY?

DO YOU ENVISION A FUTURE FOR YOURSELF HERE?

KEEP IT TRANSPARENT

MAKE SUCCESS UNQUESTIONABLY CLEAR





OBSERVATION: PASSIVELY STUDY OTHERS AT WORK
REGULAR BRIEFINGS: SHADOWING KEY ACTIVITIES DURING A SINGLE PROJECT
HANDS-ON: SIMULATE WORKING ALONGSIDE OTHERS



REMOVE BLOCKERS TO SUCCESS

REDUCE EXCUSES BY CLARIFYING WHAT "WINNING" LOOKS LIKE



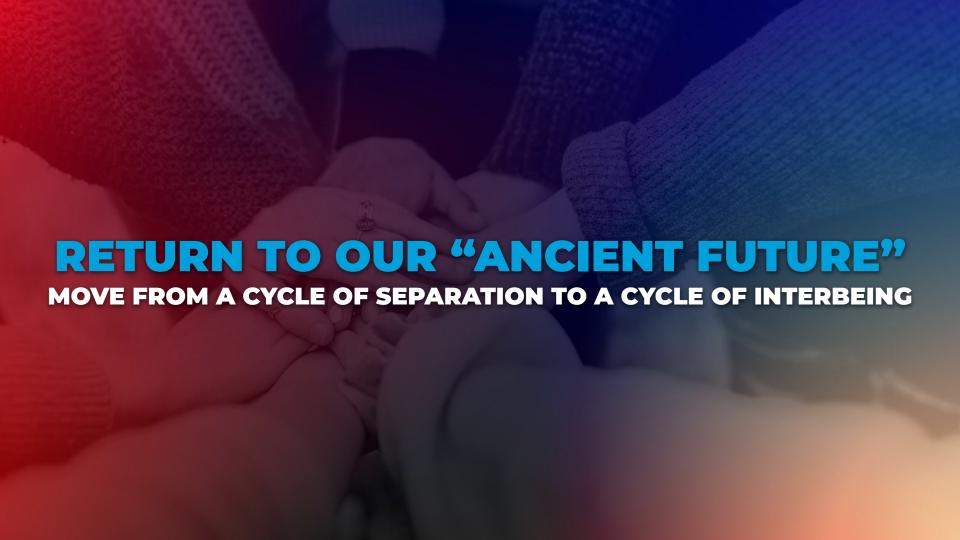


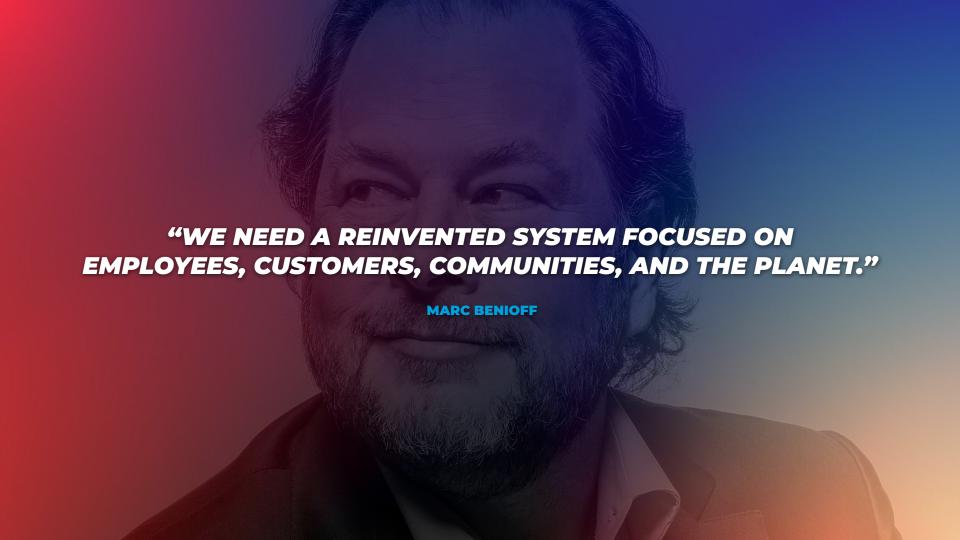
AORS (AREAS OF RESPONSIBILITY): WHAT ARE YOU RESPONSIBLE FOR?
OKRS (OBJECTIVES & KEY RESULTS): HOW DO YOU CONTRIBUTE TO SUCCESS?
HELPING HUDDLES: WHAT'S YOUR MAIN FOCUS? WHAT DO YOU NEED HELP WITH?
BOOKEND BRIEFINGS: WHAT WILL YOU DO? WHAT DID YOU DO?













PITY: "I ACKNOWLEDGE YOUR PROBLEM"

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SYMPATHY: "I CARE ABOUT YOUR PROBLEM"

┺

EMPATHY: "I FEEL YOUR PAIN"

L

COMPASSION: "I WANT TO RELIEVE YOUR PAIN"





