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My Premises

Culture …

… defines a company and determines its ultimate success

… always starts with people
Mentors and Influencers

- Mindy Corporon
- Madeleine Albright
- Grandparents
- Kelly Carnago
- Parents
- Bart Becht
- Greg Deener
- Clay Herron
- Coach K
- Dave Abbott
- Kris Campbell
- Jack Welch
- John Pepper
- Jim Dunn
- Jim Collins
- Robba Benjamin
- Kevin Harper
- Michael Jordan
- Jack Wentworth
- Angela Merkel
- Ron LeMay
- Maureen Rank
- Robin Roberts
- Adam Hamilton
- Pat Summitt
- Bernie Ebbers
- Mark Guinan
- Scott Havens
- Sam Walton
- Tom Muccio
- Howard Boorman
- Rich Zak
- Pat O’Brien
- Tim Barton
- Bobby Knight
- Dan Hesse
- Gary Forsee
- Dr. Tom Hill
- 24 bosses!

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“Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.”

Richard Branson
Get Real!

PERFORMANCE PRACTICES PEOPLE

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PEOPLE

Draw In Attractors

Imprint the Culture

Turn‘em Loose
Attitude Award
t-shirt...circa 1991
Get Real!

PERFORMANCE

PRACTICES

PEOPLE
PRACTICES

Cut Through Friction
Cut Out Speed Bumps
Cut Down Downers
Employees know best
Cut Out Speed Bumps

Simplicity & Clarity

Velocity Wins!
Cut Down Downers

Fair

Respectful

Reasonable

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PERFORMANCE

PRACTICES

PEOPLE
PERFORMANCE

Drive the Right Five

Hold the Line

Succeed At Failing
Succeed at Failing

EVERYONE FAILS AT SOMETHING
GET-REAL CULTURE

Performance Practices

People
Delivers Wild Success!!