



























<u>Things LEADERS Say:</u>

"To develop you from where you are right now, to where you want to be, this is the plan."

<u>Things LEADERS Don't Say:</u>

"Trust me. There will be plenty of opportunities out there for you someday."

From Things LEADERS Say, page 58.











Tony Hsieh, 1973-2020

"For me, my role is about unleashing what people already have inside them that is maybe suppressed in most work environments."





"LEADERS who micro-manage spend more time looking down than looking up."



A LEADER is someone who empowers and inspires others to achieve as a team for the greater good of the organization."



"A LEADER is not someone who takes on all tasks and responsibilities.





<u>Things LEADERS Say:</u>

"This is a very important project. I'd like to bring you along so you can contribute and develop."

<u>Things LEADERS Don't Say:</u>

"This is a very important project. I've got to tackle this one on my own."

From Things LEADERS Say, page 78.





Let it go!





















Foster a POSITIVE working environment.

Master the ART of Appreciation.









We must create a TRANSFORMATION

from doing a JOB to creating a BOND.











How will you be remembered on your last day?









For info on Andy's Trainings/Events for your organization: Andy@Andy-Masters.com www.Andy-Masters.com

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"Managers often see the negative in people.

Mentors see the potential."



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

- Richard Branson



"I've got a new employee working for me on September 1st."

"You have a new mentorship beginning on September 1st."





<u>CFO</u>: "What if we develop our people and they leave?"

<u>CEO</u>: "What if we don't develop them and they stay?"

