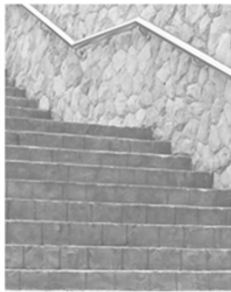




JFD Performance Solutions

Striving – Performing – Achieving

Getting to the Right Relationships and Results



May 2014



“The Case” for R2

- We lack the fundamental interaction skills and behaviors required to be effective leaders
- Guess what? Senior leaders are even worse.
- The ability to facilitate effective conversations is critical at every level of leadership.
- As part of a core set of interaction skills, this behavior must be mastered in order to build relationships and get work done.
- “Lack of Interaction Skills Crippling Leaders’ Job Effectiveness, Work Relationships and Business Outcomes”

October 10, 2013, Development Dimensions International

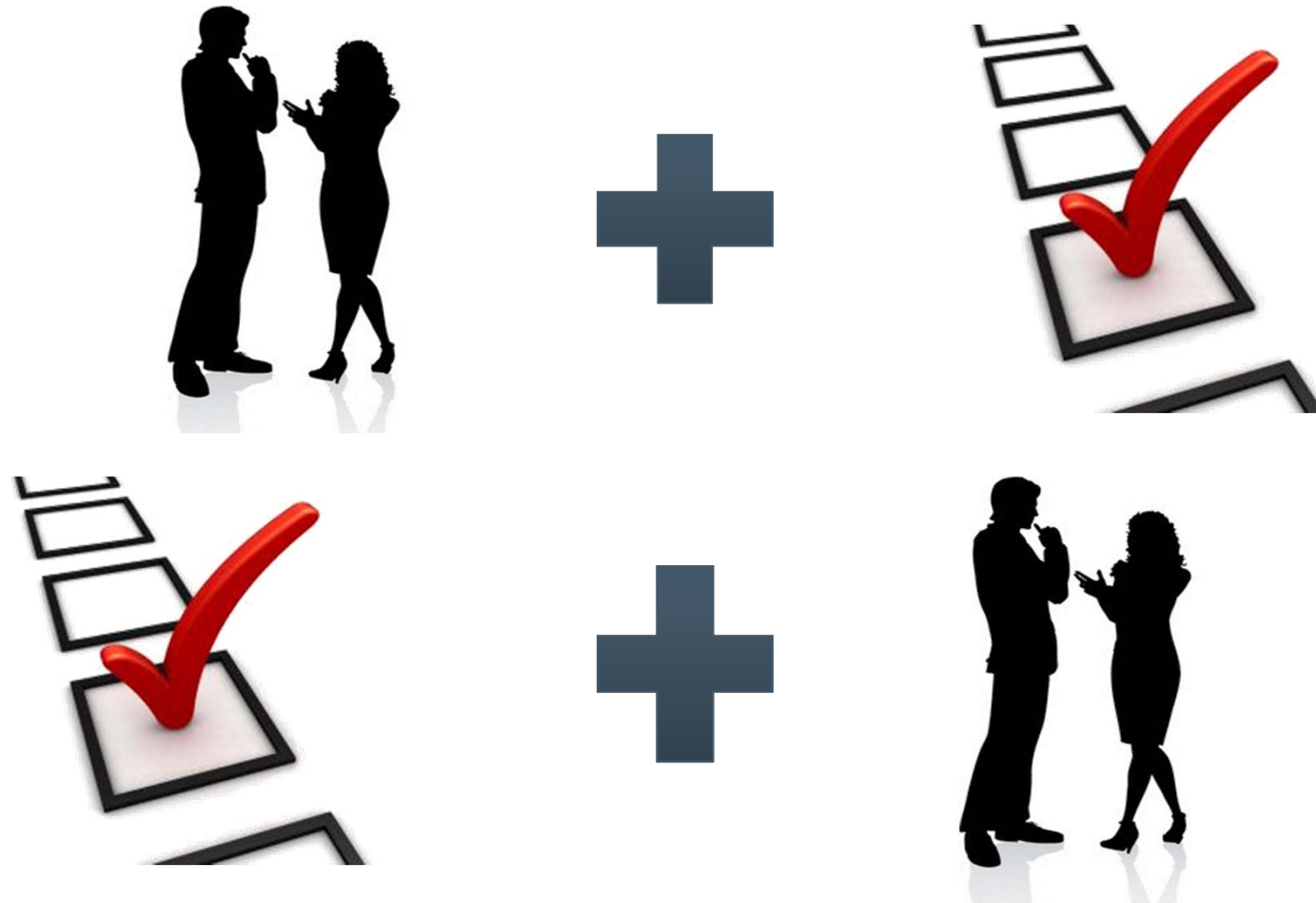
2 Purposes for Every Interaction

What is the reason you interact with

- your direct reports or
- your boss or
- your family members or
- your spouse?



R2 = Relationship + Results



Is there a right order? Do you have a preferred starting point?

R2 Score = 100

- Every interaction should be done with a purpose.
- A natural process of asking yourself:
 - What do I want the other person to feel or do when we leave the interaction?
- R2 Score has a ceiling of 100
 - 50 points can come from your relationship success and
 - 50 points from your ability to drive results during your interaction
 - Why can I not have 100 points in my Results bucket?

Relationship Score



Assessing the relationship:

1. How well did I make the person feel during the interaction?
2. Will this feeling be long-term or short-term?
3. Was I authentic in my interaction with this person?
4. What do I know about how this person feels about me or views me?
5. Do I know what motivates this person and did I give them what they needed in this interaction?

You get the full 50 points if you can answer positively for all the questions.

Start deducting 10 points for any question that cannot be positively answered or you cannot answer the question at all.

Results Score



Assessing the results:

1. Did this person make a verbal commitment to complete my request?
2. Did I ask the right person to complete the action?
3. Did I allow the other person to explain barriers or obstacles and offer how I would support them for success?
4. Did I take the time to explain the time frame in which the action needs to be completed?
5. Did I outline the rewards or consequences if the action is not completed by the deadline?

You get the full 50 points if you can answer positively for all the questions.

Start deducting 10 points for any question that cannot be positively answered or you cannot answer the question at all.

Case Study

- Kathleen is a plant manager who has one of the best run manufacturing operations as Sweet Tooth USA. Other plants within Sweet Tooth USA lag behind Kathleen's metrics by 15-20%.
- Kathleen's turnover rate for her leadership team is 3%. When her direct reports were interviewed here was some of the information they gave to us: Kathleen drives quality and safety first; Kathleen works as hard as we do and is on the floor as much or more than we are; Kathleen does not tolerate repeated mistakes; Kathleen cares about everyone of her employees.
- What percent between relationship vs. results is Kathleen focusing on?

Taking Action: Incorporate the R2

- How will you incorporate the R2 in your world both professionally and personally?
- In which relationship would incorporating the R2 make the most difference?
- What should you NOT DO as you put R2 into practice?

