Beyond Work-Life Balance
What Really Works in Building and Retaining High Performing Teams
Presenter: Dana Look-Arimoto | Founder, CEO, and Creator | Phoenix5 and Stop Settling®
Agenda

- Building and Retaining High Performing Teams
- What Drives Top Teams?
- Leadership Core Values and Qualities
- What Do People Want?
Building and Retaining High Performing Teams
Soup = VOE/ENG/NPS
Stats = 21% - 200%
An Overview of the Sales Force

### Range of Common Experience

<table>
<thead>
<tr>
<th></th>
<th>Median</th>
<th>25th%</th>
<th>75th%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base Compensation $</strong></td>
<td>60,000</td>
<td>50,000</td>
<td>80,000</td>
</tr>
<tr>
<td><strong>Bonus/Commission/Incentive $</strong></td>
<td>57,975</td>
<td>30,874</td>
<td>90,405</td>
</tr>
<tr>
<td><strong>Total Compensation $</strong></td>
<td>117,975</td>
<td>80,874</td>
<td>170,405</td>
</tr>
<tr>
<td><strong>Revenue $ Generated</strong></td>
<td>1,981,496</td>
<td>652,409</td>
<td>3,934,480</td>
</tr>
<tr>
<td><strong>Gross Profit $ Generated</strong></td>
<td>561,000</td>
<td>223,210</td>
<td>980,659</td>
</tr>
<tr>
<td><strong>Contribution $ Generated</strong></td>
<td>443,026</td>
<td>142,336</td>
<td>810,254</td>
</tr>
<tr>
<td><strong>Years With The Company</strong></td>
<td>4.0</td>
<td>2.0</td>
<td>8.0</td>
</tr>
<tr>
<td><strong>Years In The Industry</strong></td>
<td>8.4</td>
<td>3.7</td>
<td>15.0</td>
</tr>
</tbody>
</table>

## The Sales Force Workload

### Range of Common Experience

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Revenue $ Generated</td>
<td>1,981,496</td>
<td>652,409</td>
<td>3,934,480</td>
</tr>
<tr>
<td>Number of Client Visits</td>
<td>156</td>
<td>45</td>
<td>344</td>
</tr>
<tr>
<td>Number of Telephone Calls</td>
<td>720</td>
<td>102</td>
<td>2,233</td>
</tr>
<tr>
<td>Number of Emails</td>
<td>1,779</td>
<td>335</td>
<td>5,496</td>
</tr>
<tr>
<td>Number of Administrative FTEs</td>
<td>0.5</td>
<td>0.1</td>
<td>1.0</td>
</tr>
<tr>
<td>Supporting The Salesperson</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales Support Expense $ Per Salesperson</td>
<td>6,000</td>
<td>2,500</td>
<td>11,847</td>
</tr>
</tbody>
</table>

Operating Expenses
Profit Margin Trend

What Drives Top Teams?
Who’s Who In Your Zoo

1. High Performer
2. Up and Comer
3. Steady Eddy
4. Low Performer & Cultural Add
5. Low Performer & Cultural Detractor
Stop Settling®
What is Stop Settling?

• Stop Settling is a method, mindset, and movement, that aims to provide relief to those striving for the unsustainable ideal of “work-life balance.”

• Striving for Balance leads to burnout while prioritizing integration leads to harmony

• Harmony Beats Balance Every Time
Why Stop Settling?

- You are complete. When at work. When at home. When in your community. You are the same person in every facet of your life. Although there are many sides to life, each varying and changing, you as a person must go through them all as a whole.
How Does Stop Settling Work?

• Stop Settling is an intuitive, simple, and rapid approach for asking and answering the questions necessary to maintain momentum and an integrated full life holistically.

• The Stop Settling works through a simple composite stratagem with domain charting that stops companies and professionals from giving in and giving up on sustainable success in every part of their life.

• There are five domains that Stop Settling operates in: Career, Generations, Circle, Society, and Vitality.
Settle Smart

- Settle Smart is the way to deal with events that happen to and from us.

- Settle Smart helps you get ahead of the events that happen from you and give you the stability to handle the events that happen to you.

- It’s time to move from flight or fight mode to thrive mode.
Stop Settling Quiz Round 1

- https://www.settlesmart.com/quiz
- In each of the five key domains, are you currently Settling, making unconscious decisions and/or trade-offs?
- Choose where you are currently across all the “settling” domains of life (Career, Generations, Circle, Society, Vitality):
- Be honest.
- Always Settling (1) Frequently Settling (2) Neutral (3) Sometimes Settling (4) Never Settling (5)
Stop Settling Quiz Round 2

• Choose where you wish to be given the quality of life you’re after?
• Career, Generations, Circle, Society, Vitality

• Always Settling (1) Frequently Settling (2) Neutral (3) Sometimes Settling (4) Never Settling (5)
Career
Strengths Finder

• Only some behaviors can be learned
• Be the best version of yourself
• Play to natural talents and strengths

Weakness fixing prevents failure; strengths building leads to EXCEPTIONAL OUTCOMES.
Leadership Core Values and Qualities
Authentic and Servant Leadership

Robert K. Greenleaf, Center for Servant Leadership 1970

Source: George, B., 2005, Authentic leadership: Rediscovering the secrets to creating lasting value, Wiley, Hoboken, NJ.

**FIGURE 2**: Authentic action wheel.
Old School & New School
Superpower and Kryptonite

• If you were a superhero, who would you be and why? (make it realistic, don’t just choose someone like Thor cause they have a badass hammer and strength...we all have a superpower, what’s yours? Your superpower is your why.
Superpower and Kryptonite

• What would take that power away? What would zap the energy into POOF. That is their kryptonite.
Authenticity
Failure
Focus
Clarity
Results
What do people want?
## Employee Retention

### About 3 million Americans quit their job each month.

*US Bureau of Labor Statistics*

### In a study of over 1,000 workers, 31% reported having quit a job within the first six months.

*Bamboo HR*

### More than 50% of all organizations globally have difficulty retaining some of their most valued employee groups.

*Willis Towers Watson*

### 87% of HR leaders consider improved retention a critical or high priority for the next five years.

*Kronos and Future Workplace*

### The cost to replace a highly-trained employee can exceed 200% of their annual salary.

*PeopleKeep*

### More than 25% of employee are in a high-retention-risk category.

*Willis Towers Watson*

### 46% of high-retention-risk employees used apps to find new jobs vs. 13% in low-risk groups

*Willis Towers Watson*

### Companies that support remote work have 25% lower employee turnover than companies that don't.

*Owl Labs and TINYpulse*

### More than 70% of high-retention-risk employees say they'll have to leave their organization to advance their career.

*Willis Towers Watson*

### 35% of employees said they'd look for a new job if they did not receive a pay raise in the next year.

*Glassdoor*
## Employee Retention

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>44% of employees say they would consider taking a job with a different company for a raise of 20% or less.</td>
<td>Gallup</td>
</tr>
<tr>
<td>More than 50% of American employees believe that if they lost their current job, they would be able to replace it in the next six months.</td>
<td>Glassdoor</td>
</tr>
<tr>
<td>65% of employees are confident they can find a better position that pays more.</td>
<td>Dice</td>
</tr>
<tr>
<td>Employees who are &quot;engaged and thriving&quot; are 59% less likely to look for a job with a different organization in the next 12 months.</td>
<td>Gallup</td>
</tr>
<tr>
<td>93% of young professionals say they left their employer the last time they changed roles.</td>
<td>Gallup</td>
</tr>
<tr>
<td>41% of employees listed job security as the most important reason to stay in a company.</td>
<td>Willis Towers Watson</td>
</tr>
<tr>
<td>46% of HR leaders say employee burnout is responsible for up to 50% of their annual workforce turnover.</td>
<td>Kronos</td>
</tr>
<tr>
<td>Strong management transparency leads to 30% better employee retention.</td>
<td>TINYpulse</td>
</tr>
<tr>
<td>Employee happiness is 23.3% more correlated to connections with coworkers than direct supervisors.</td>
<td>TINYpulse</td>
</tr>
<tr>
<td>Employees who are not adequately recognized are twice as likely to say they’ll quit within the next year.</td>
<td>Gallup</td>
</tr>
</tbody>
</table>
Work-life Balance

Intuit: Work/Life Balance 4.3

Aerotek: Work/Life Balance 2.6

Event: Work/Life Balance 4.3
Work-life Integration

From UC Berkeley Haas
Commitments