



PRIVATE CLIENT CONFERENCE

KIPLOGLE®
12 INCH DIAMETER GLOBE
RED CLASSIC
SERIES

Tropic of Cancer (most northerly vertical line)



JOHN SPENCE



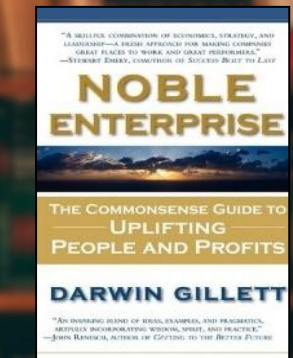
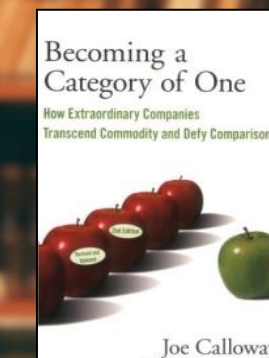
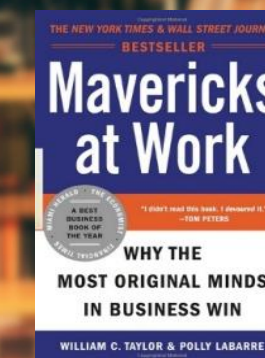
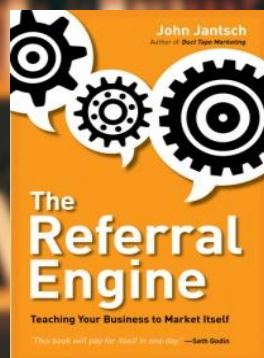
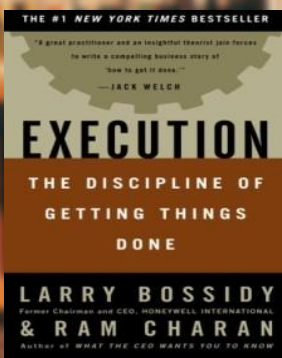
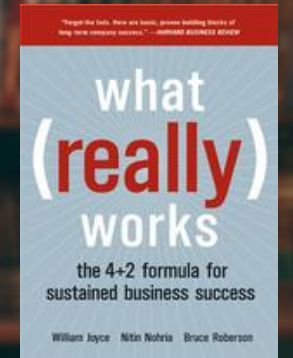
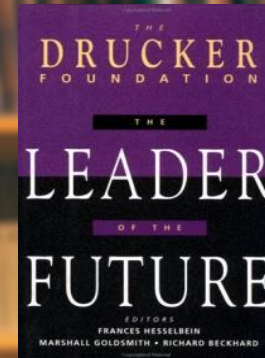
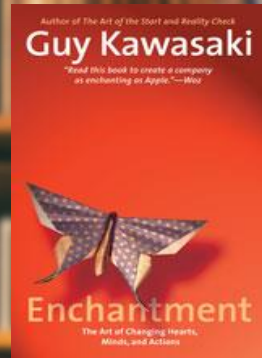
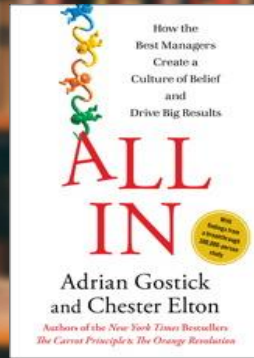
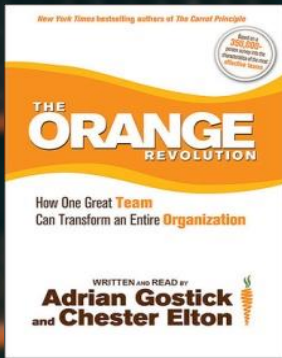
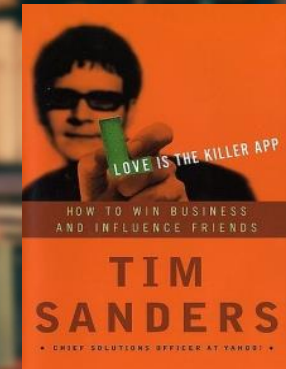
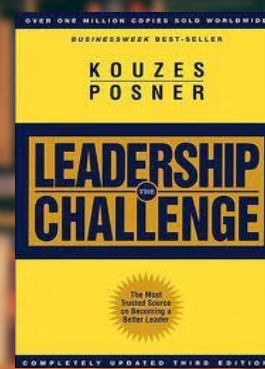
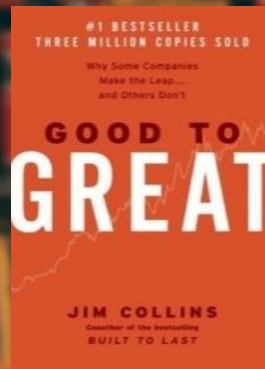
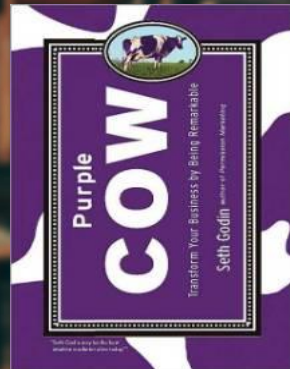
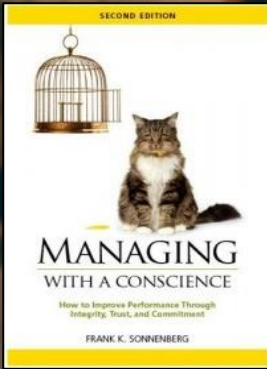
AWESOMELY SIMPLE



ESSENTIAL BUSINESS STRATEGIES FOR
TURNING IDEAS *INTO ACTION*

A Performance-Oriented Culture
Best People
Vivid Vision





talent

culture customer

leaders
listen
people
best
work
execution
partnerships
innovation
value
passion
vision
respect
force
improvement
high
standards
values
counts
invest
business
learning
priorities
highly
support
remain
accountability
structure
key
strategy
compelling
collaboration
relationships
employees
company
flawless
focused
fun
money
delight
leverage
discipline
development
low
support
necessity
reputation
strategic
compelling
clear
disciplined
constant
growth
action
flexible
build
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workplace
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patterns
consolidating
Relationships
deal
emerge
simple
superior
executives
priority
knowledge
plan
truly
employees
company
involvement
something
require
dedication
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life
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stret
accountability
vision
committed
support
necessity
development
low
support
necessity
reputation
strategic
compelling

communication

transparency

focus

Talent + Culture + Extreme Customer
Focus x Disciplined Execution =
Business Excellence



Talent



A person is sitting at a desk, working on a laptop. They are holding a smartphone in their right hand and typing on the laptop keyboard with their left hand. A white coffee cup with a black sleeve is on the desk next to the laptop. A pair of glasses is also on the desk. The background is a blurred office setting with a window.

Fair Pay 10% +/-

Meaningful Work

Cool Colleagues

Winning Culture

Opportunity for Growth

Flexibility

A leader I Trust, Respect & Admire

CULTURE = CASH

The customer's experience
will never exceed the
employee's experience





Moments of Truth





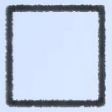
5 Keys to Accountability

1. 100% clarity + appropriate authority and resources
2. 100% agreement
3. Track and post
4. Coach, mentor, train and support
5. Celebrate success – refuse to tolerate mediocrity

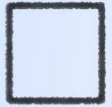




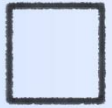
The 5 Keys of Referability



Show up on time



Do what you say you will do



Finish what you start



Say please and thank you

Give a little more than they expect

THANK YOU

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Check out my blog at johnspence.com

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johnspence.com



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