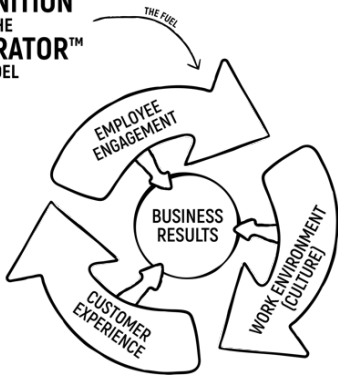


Recognition Accelerates Business Results

An exercise to guide you through how to recognize people and what to recognize them for in order to accelerate the business results you care about most.

RECOGNITION IS THE ACCELERATOR™ MODEL



©2018 Gregg Lederman

Step 1: How do you measure success? List the metrics that matter most to you personally, your team and/or the organization.

Sample metrics

1. Average sale per customer
2. Customer retention
3. Number of referrals
4. Cross-selling/up-selling
5. Employee turnover/absenteeism
6. Safety issues/liability
7. Time to fill a job
8. Healthcare/insurance costs

Step 2: What actions can you strategically recognize to accelerate your business results?

“If you want to see more of something ... recognize the actions that lead to it.”

What actions do you want to see more of that will impact your chosen metric?

Metric: Increase customer loyalty

Actions to recognize: *(Examples for illustration purposes)*

1. Proactively follow up with customers to ensure they have what they need.
2. Take the time to recommend additional value-add solutions for customers.
3. Make a referral for a customer.
4. Demonstrate responsiveness in a thoughtful and strategic way.
5. Share an article of interest to help build the relationship.
6. Identify and share opportunities for customers to save money.

Metric:

Actions to recognize:

- 1.
- 2.
- 3.