

STUMBLING BLOCKS, WET BLANKETS  
AND LEAD WEIGHTS

# HOW TO TRANSFORM A SO-SO STAFF INTO A HIGH-PERFORMING TEAM

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CEATH Company  
Martin Ramsay  
Mark Ramsay  
Luke Ramsay

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1788 Hwy. 1016, Suite B  
Berea, KY 40403  
+1(859)986-8702  
[www.ceath.com](http://www.ceath.com)

**EVEN SO THE BODY IS NOT  
MADE UP OF ONE PART BUT  
OF MANY.**

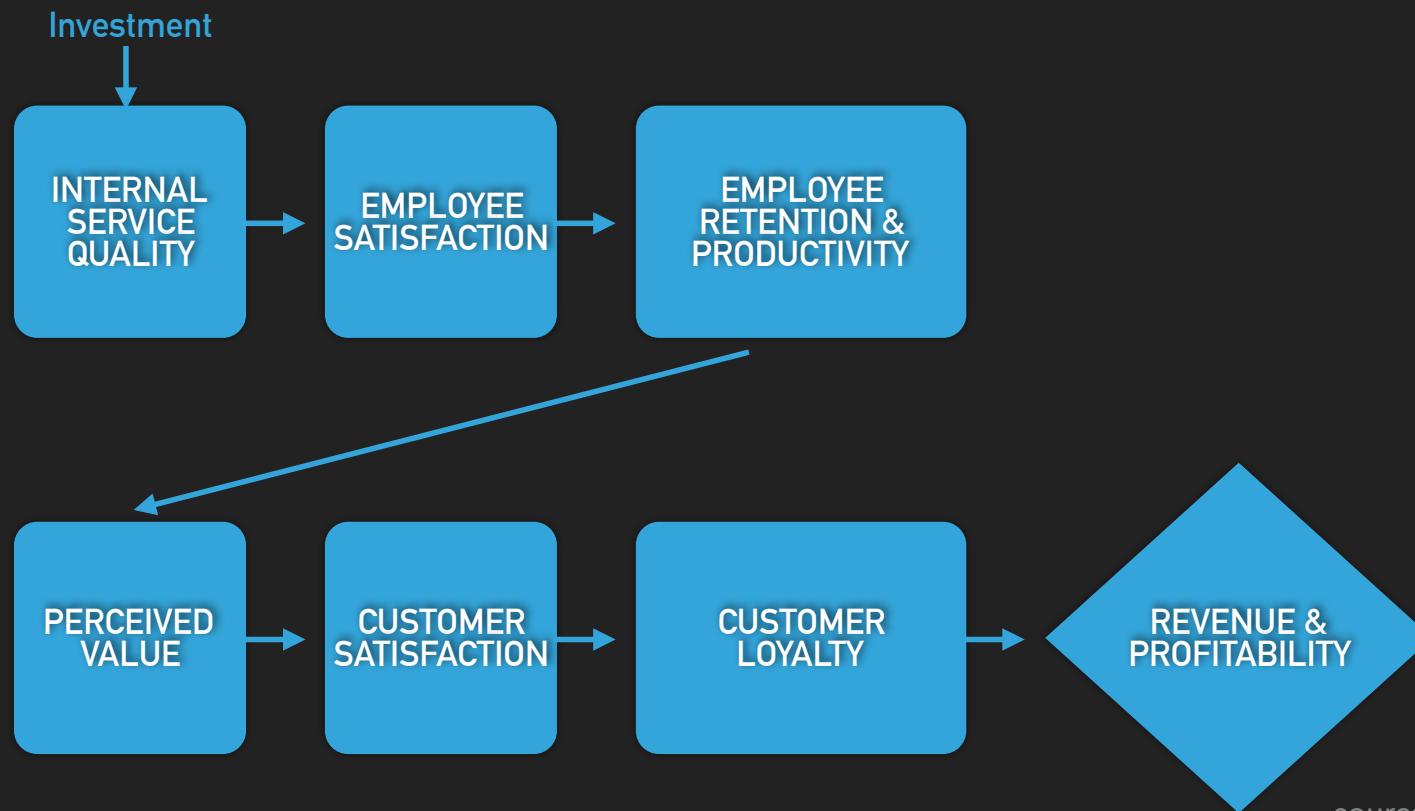
1 Corinthians 12:14 ESV



**LET TODAY BE THE START  
OF YOUR STRATEGIC PLAN**



## THE SERVICE-PROFIT CHAIN



► *What are your metrics?*

source: Heskett and Sasser



GALLUP RESEARCH OF 17 MILLION EMPLOYEES

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## TWELVE QUESTIONS THAT BEST PREDICT EMPLOYEE ENGAGEMENT

- ▶ 1. Do you know what is expected of you at work?
- ▶ 2. Do you have the materials and equipment to do your work right?
- ▶ 3. At work, do you have the opportunity to do what you do best every day?
- ▶ 4. In the last seven days, have you received recognition or praise for doing good work?
- ▶ 5. Does your supervisor, or someone at work, seem to care about you as a person?
- ▶ 6. Is there someone at work who encourages your development?
- ▶ 7. At work, do your opinions seem to count?
- ▶ 8. Does the mission/purpose of your company make you feel your job is important?
- ▶ 9. Are your associates (fellow employees) committed to doing quality work?
- ▶ 10. Do you have a best friend at work?
- ▶ 11. In the last six months, has someone at work talked to you about your progress?
- ▶ 12. In the last year, have you had opportunities to learn and grow?



Source: Gallup

A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

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**DO YOU HAVE THE OPPORTUNITY TO DO WHAT YOU DO BEST EVERY DAY?**

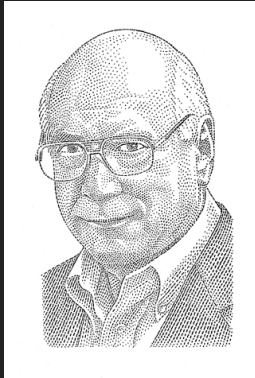
**FOR WE ARE GOD'S HANDIWORK,  
CREATED IN CHRIST JESUS TO DO  
GOOD WORKS, WHICH GOD PREPARED  
IN ADVANCE FOR US TO DO.**

Ephesians 2:10 NIV



A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

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**PEOPLE ARE NOT WELL-ROUNDED.  
PEOPLE ARE SHARP.  
TEAMS ARE WELL-ROUNDED.**

Dr. Don Clifton



A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

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DO YOU HAVE THE OPPORTUNITY TO DO WHAT YOU DO BEST EVERY DAY?

FOR JUST AS WE HAVE MANY MEMBERS  
IN ONE BODY AND ALL THE MEMBERS DO  
NOT HAVE THE SAME FUNCTION, SO, WHO  
ARE MANY, ARE ONE BODY IN CHRIST ...

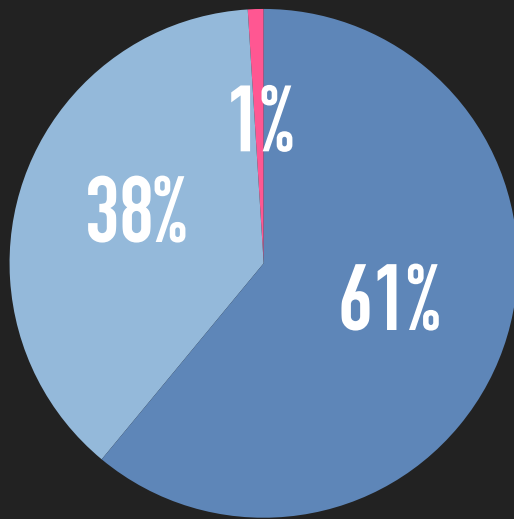
Romans 12:4-5 NAS



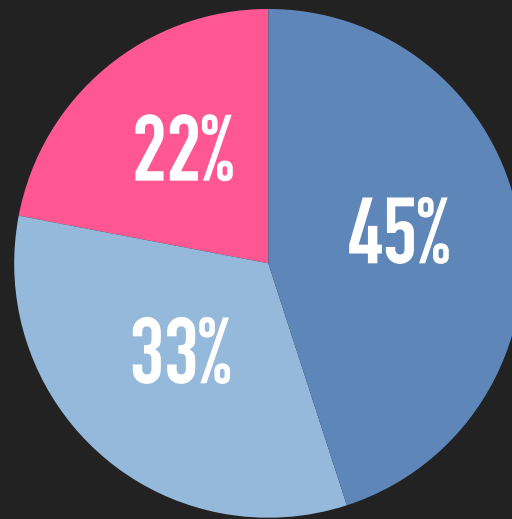


WHY DO WE CARE?

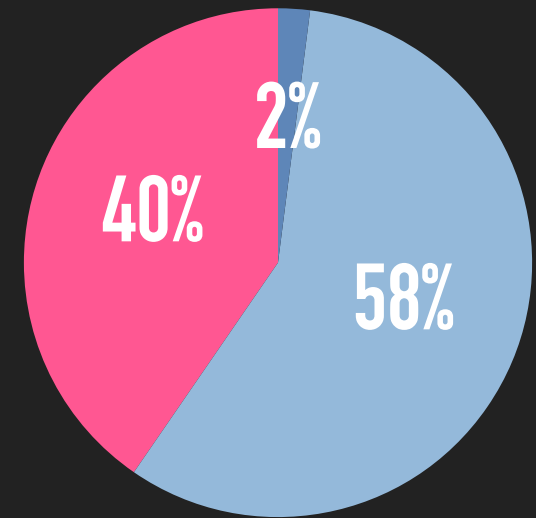
## WHAT DOES ENGAGEMENT LOOK LIKE?



My supervisor focuses on my strengths or positive characteristics.



My supervisor focuses on my weaknesses or negative characteristics.



My supervisor ignores me.

● Engaged

● Not Engaged

● Actively Disengaged



## COMPANIES IN THE TOP QUARTILE ON ENGAGEMENT



## WHAT'S YOUR THEME MAP?

CHARACTERISTICS  
(WORDS THAT  
DESCRIBE ME):

THE VALUE I BRING:

THE ROLE I PLAY  
(WORDS THAT  
DESCRIBE WHO I AM):

THE NEEDS I HAVE:

MOTIVATIONS  
(WHAT I LOVE/HATE):



## THE GROW MODEL

- ▶ What is your **G**oal?
- ▶ What is the current **R**eality?
- ▶ What are the **O**ptions to reach that goal?
- ▶ What is the **W**ay forward?

A CULTURE OF RESPECT FOR INDIVIDUAL STRENGTHS

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## COACHING

**THE PURPOSE IN A MAN'S HEART  
IS LIKE DEEP WATER, BUT A MAN  
OF UNDERSTANDING WILL DRAW  
IT OUT.**

Proverbs 20:5 ESV



A CULTURE OF CARING AND TRUST

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**CULTURE EATS STRATEGY  
FOR BREAKFAST.**

Peter Drucker



## WHO IS RESPONSIBLE?

- ▶ Who is in a position of leadership?
- ▶ Who sets the tone? (i.e. Who establishes the culture?)
- ▶ Who can affect policies, strategy, processes?
- ▶ Who can choose how to relate to every member of the team?

**YOU!**

AND WHAT ABOUT YOU?

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## REFLECTION TIME

- ▶ A year from now, ideal scenario, what would you like to see for your school? Your team? You?
- ▶ What is keeping you from that vision?
- ▶ What would it mean to the school and your team if those gaps were closed? What would it mean for you personally?
- ▶ What are you going to do when you get back?
- ▶ What support or accountability do you need to do that?



# PLEASE CONTACT US:



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1788 Hwy. 1016, Suite B

Berea, KY 40403

USA

tel. +1(859)986-8702

[info@ceath.com](mailto:info@ceath.com)

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