Count on Your People
*It Makes Dollars + Sense*

American Society of Ophthalmic Administrators

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People Count!

*People are an organization’s most valuable asset.*

95% of the success of an organization is determined by the people who work in it.

**People Count!**

People are an organization’s most valuable asset.

• 30% slow down or purposefully make errors
• 27% purposefully hid from boss
• 33% confessed to not putting in maximum effort
• 29% took time off when not ill
• 25% took more or longer breaks

Employees with bad managers are among the least productive workers.

• Three of every four employees report their manager is the worst and most stressful part of their job.

• 65% say they’d prefer a new manager to a raise.*

*Inc. Magazine

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*Inc. Magazine
Bad managers do not just make employees unhappy, they make workers unhealthy, too.

22 MONTHS ...

......the amount of time it takes and employee to recover from the stress and anxiety a bad boss causes.

Workers who have poor relationships with their bosses are:

30% more likely to suffer coronary heart disease.

Why are there so many bad bosses?

• Promoted for technical expertise, not people skills
• Lack of training
• Poor role models
• Overestimate EQ skills
• Lack of accountability

Caring Counts

People value their work.

• “100 Best Companies” consistently outperform major stock indices by 2X’s
• Best companies experience 65% less voluntary turnover
• One piece of praise given daily to your team can increase productivity by 30%
Happy Employees → Happy Customers → Increased Bottom Line

REAC²

- Respond – ability
- share Expectations
- Hold people Accountable
- provide Consequences
- Celebrate

Success Plan

It’s not how many ideas you have. What is important is how many of them you put into action.

1. __________________________________________________________________________________________
2. __________________________________________________________________________________________
3. __________________________________________________________________________________________

4. Learn more: Attend one of Nancy's teleclasses
   - Experience coaching with Nancy
   - Receive an article Nancy has written
   - Take an on-line assessment
   - Request an employee turnover cost sheet

Signature: ___________________________ Date: ___________________________

Nancy Riesz, MBA, ACC

Scientist, coach, entrepreneur and author, Nancy Riesz works with executives to help their organizations increase their bottom line by valuing their most valuable asset - their people. A trend-setter and thought leader, Nancy shares her success catalyst strategies with her clients, audiences and readers leading them to create significant and sustainable outcomes. During 20+ years in the clinical laboratory and in-vitro diagnostics industry, Nancy earned a reputation for being a compelling leader by blending innovative business strategies with inspiration, challenge, humor and accountability. She applies this same expertise, enthusiasm and on-target analysis with her clients that consistently put her and her staff at the top of their industry, allowing them to achieve the results they desire more quickly. Author of People Count! Never Underestimate the Value of Your Employees, Nancy describes how to deliver top-line performance and improve bottom line results.

Nancy is President of Success Catalyst, a certified Women Business Enterprise, which she founded in 1993. Her passion is to create working environments that encourage people to be excited about coming to work, for bosses they are thrilled to work with, doing what they do best.

Nancy earned an MBA from Xavier University's Executive MBA program, a certificate in Leadership Coaching from Georgetown University and a BS in Medical Technology from the University of Cincinnati. She is a certified coach by the International Coach Federation. Nancy developed the Mentoring program for Healthcare Businesswomen's Association (HBA) Ohio chapter, received the President's Award from the HBA Ohio Chapter in 2013 and the Leadership Excellence and Dedication (LEAD) Award in 2014. She also was recognized as Mentor of the Year by the Cincinnati USA Regional Chamber in 2014. Nancy is Past President of National Speakers Association – Indiana chapter and an Athena Award finalist in 2010.