Keeping Your Client Focus in an Unfocused World: A Path for Managers and Employees
Welcome to DBIA’s Webinar Series

Lisa Washington, CAE
DBIA Executive Director/CEO

We’re in it for your success.
DBIA Resources

Daily COVID-19 Industry Newsletter

4 New Virtual Training Courses

DBIA COVID-19 Poll

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Keeping Your Client Focus in an Unfocused World: A Path for Managers and Employees

Today’s Presenter

DeWayne Ables
Pioneer IQ

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Keeping Your Client Focus in an Unfocused World: A Path for Managers and Employees – Part I
WHAT’S A LEADER?
Pioneering Leader | What’s Required?

A Pioneering Leader is convicted about a need in their community, inspires people, builds a team or company to serve it — and prospers.
Goal: Leadership at Every Level

Great Leaders Create Leaders
Leadership | Performance

- Individual Performance
- Team Performance
- Company Performance
4º of Leadership

Lead 1:0

Lead 1:1

Lead 1:12

Lead 12:∞
4° OF LEADERSHIP
4º of Leadership | Lead 1:0
4º of Leadership | Lead 1:0

Lead 1:0 | Lead Yourself

- Prepare Your Basecamp
- Understand Your Potential Impact NOW!
- Beliefs & Affect of COVID-19 = Attitude & Effort
- Personal Routine (emotional | spiritual | mental | physical)
- Prioritize & Remove Distractions
4º of Leadership | Lead 1:1
4º of Leadership | Lead 1:1

Lead 1:1 | Lead One-On-One

Care for them enough to:

• Understand Their Perception & Plan
• Seek Their Opinion Of COVID-19 Affect On Work
• Recalibrate Their Priorities
• Remove Distractions
• Guide Them on How to Pursue & Develop Partnerships
• Inspire Them & Tell Their Stories!
Behavior: A Pioneering Leader empowers the team to deliver
4º of Leadership | Lead 1:12

- Lead 1:0
- Lead 1:1
- Lead 1:12
- Lead 12:∞
4º of Leadership | Lead 1:12

Lead 1:12 | Lead Your Team

• Set the Tone

• Inspire Your Team

• Connect Them to the PURPOSE (Why Now, Why Them!)

• Assess Needs ASAP
  • Employee Needs
  • Customer Needs
  • Prospect and Market Needs
Lead 1:12 | Lead Your Team

• Define Assumptions about Market! (Part 2)

• Update Plan (Part 2)
  • Update Performance Data
  • Innovate!
  • Prioritize Strategic Initiatives
  • Remove Distractions (control controllables)

• Implement a CADENCE
4º of Leadership | Lead 12:∞
Lead 12:∞ | Empower Your Team to Serve Clients & Communities

- **GIVE THEM the FLAG**
- **Ensure Progress** No Matter What
- **Support Each Leader** (courage, empathy, communication)
- **Build or Shrink the Team & Provide Resources**
- **Inspire** | Tell Stories
Chat your questions

4° of Leadership

- Lead 1:0
- Lead 1:1
- Lead 1:12
- Lead 12:∞
Part II of this series continues on Tuesday

Pioneer IQ Leadership Webinar Series Launches Next Week

- For You and Your Leaders
- Registration will be sent via email
Next DBIA Webinar

TUESDAY, MARCH 31
11:00AM-NOON (EDT)

Managing the Fear Curve: Real-World Tools to Help Teams Deliver in Times of Crisis – Part II

DeWayne Ables & Keith Prather
Pioneer IQ