



# My People are **CRAY**CRAY!

Presenter: Jeffrey Benton

platinum —

VISION  
SPARK

reception  
sponsor partner —



gold —



silver —



talevation

GCE STRATEGIC  
CONSULTING

# Topics Today

---

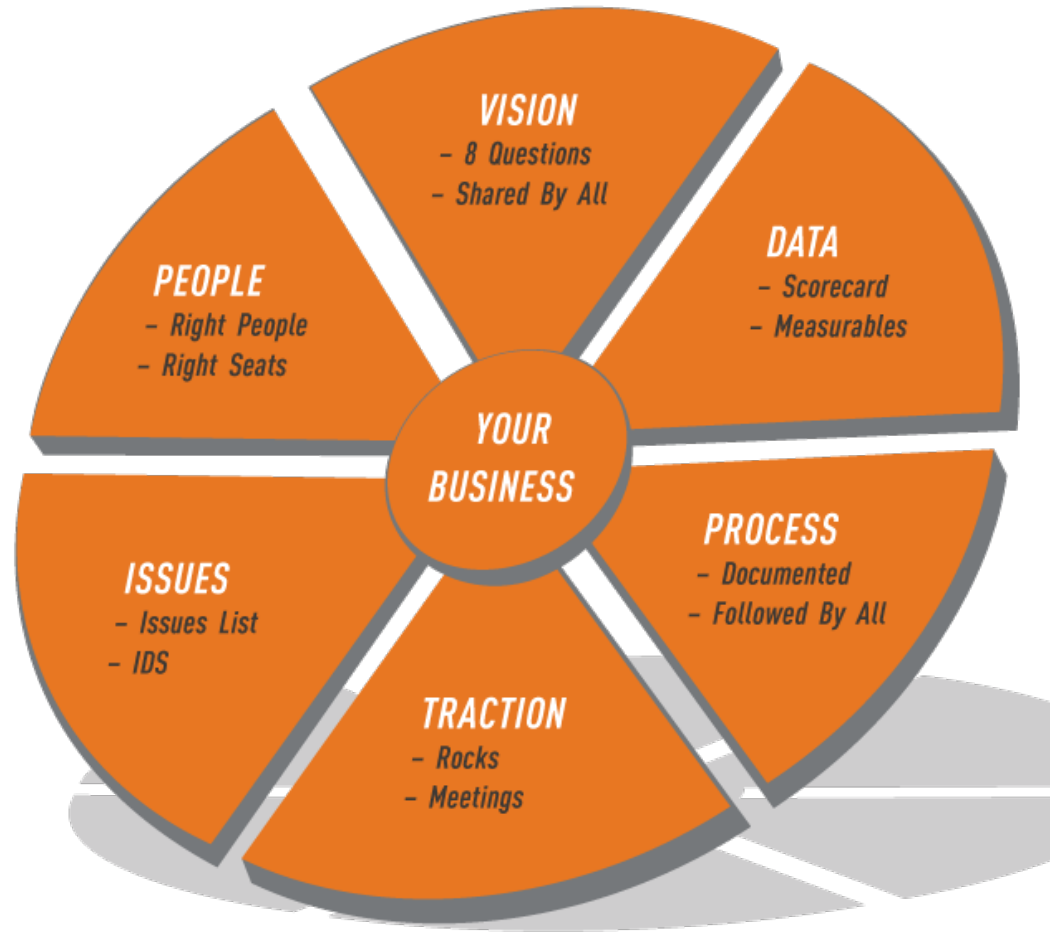
Team Health, Culture and Company Performance

Mood, Mindset and Demeanor

Where Cray Comes From - The BIG 5

Leading and Communication in a Cray Cray World

# EOS Model



# Have you seen **CRAY** today?

- Angers Easily & Often
- Criticizes, Condemns, Complains
- Passive Aggressive
- Gossips
- Only says why it won't work.
- Does weird things
- Vacuums the Energy From the Room
- Creates Chaos
- Walls Off
- Does Not try to Help Others Succeed in their Jobs
- Has a victim mindset

# The Cycle of Learning



# Attitude.

---

**Mood**

**Mindset**

**Demeanor**

A solid orange horizontal bar spanning the width of the slide at the bottom.



# The Wind Breaker

# Do we see it?

“Finished files are the result of years of scientific study combined with the experience of years.”



# ACSI Best Customer Service Co's in 2018



#1



#2



#3



#4



#5

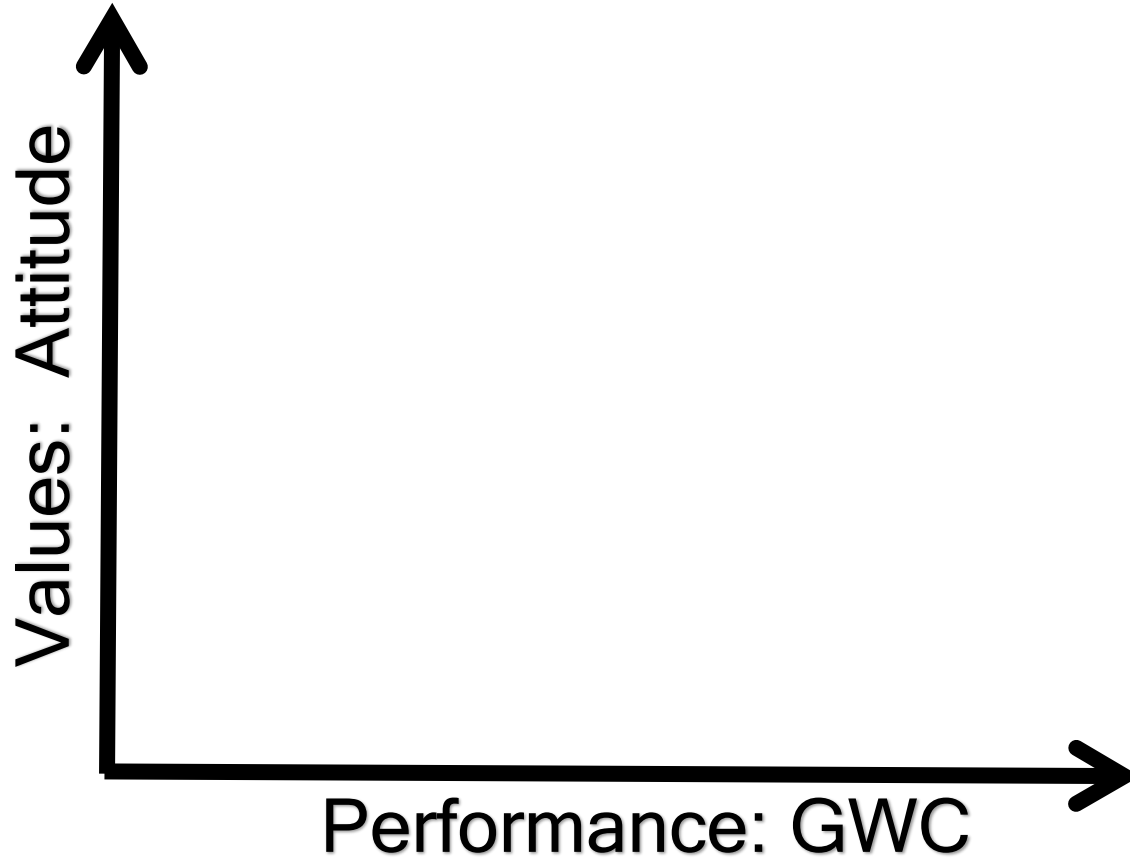
CHICK-FIL-A

# Chick-fil-A Makes More Per Restaurant Than McDonald's, Starbucks and Subway Combined ... and It's Closed on Sundays

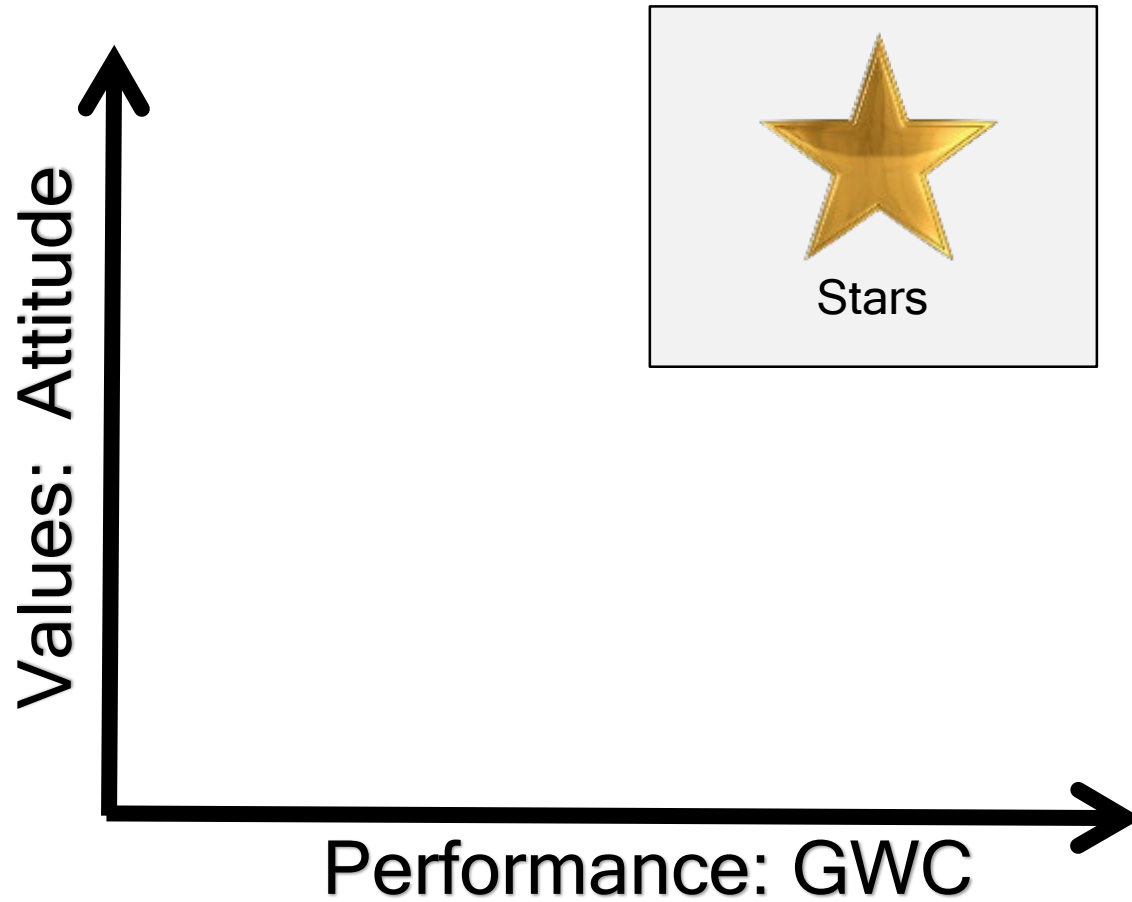
*Why a restaurant that's closed on Sundays makes more per restaurant than any other fast food restaurant in the country.*

Entrepreneur.com

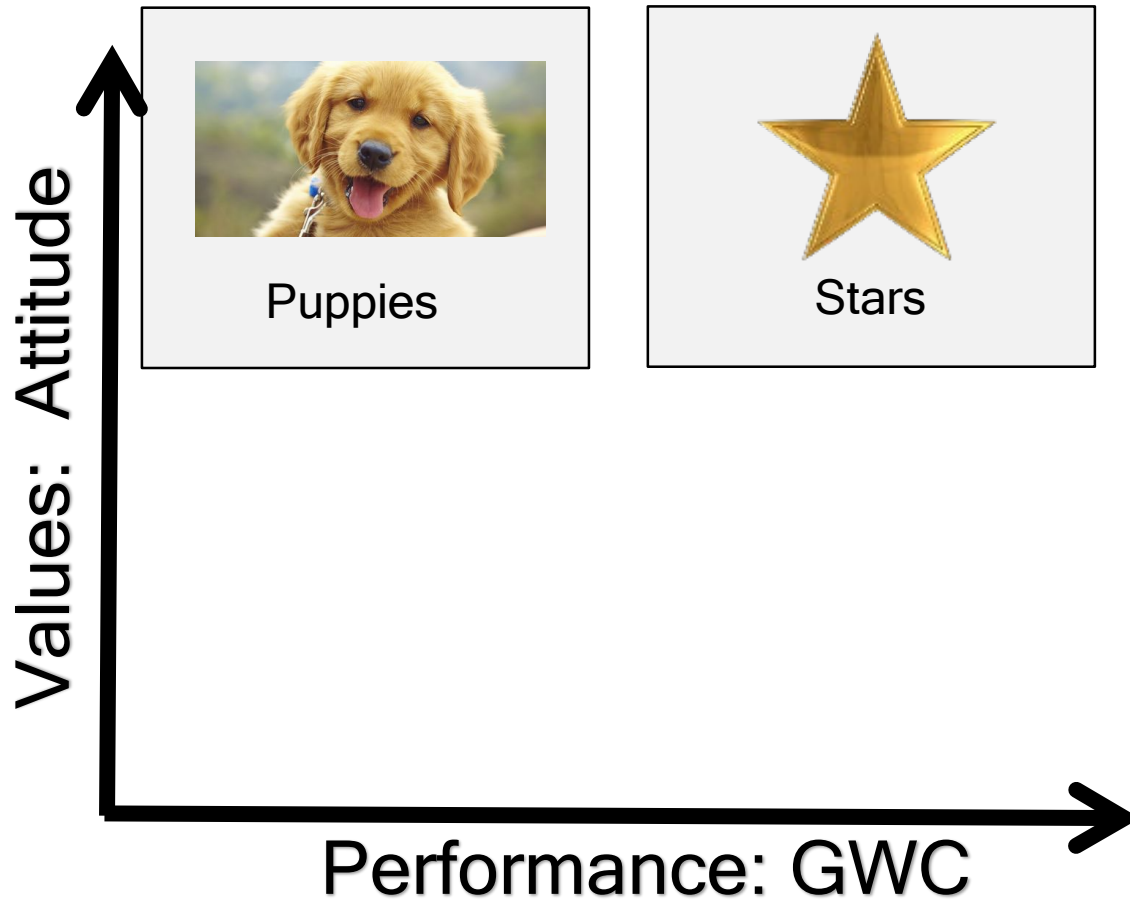




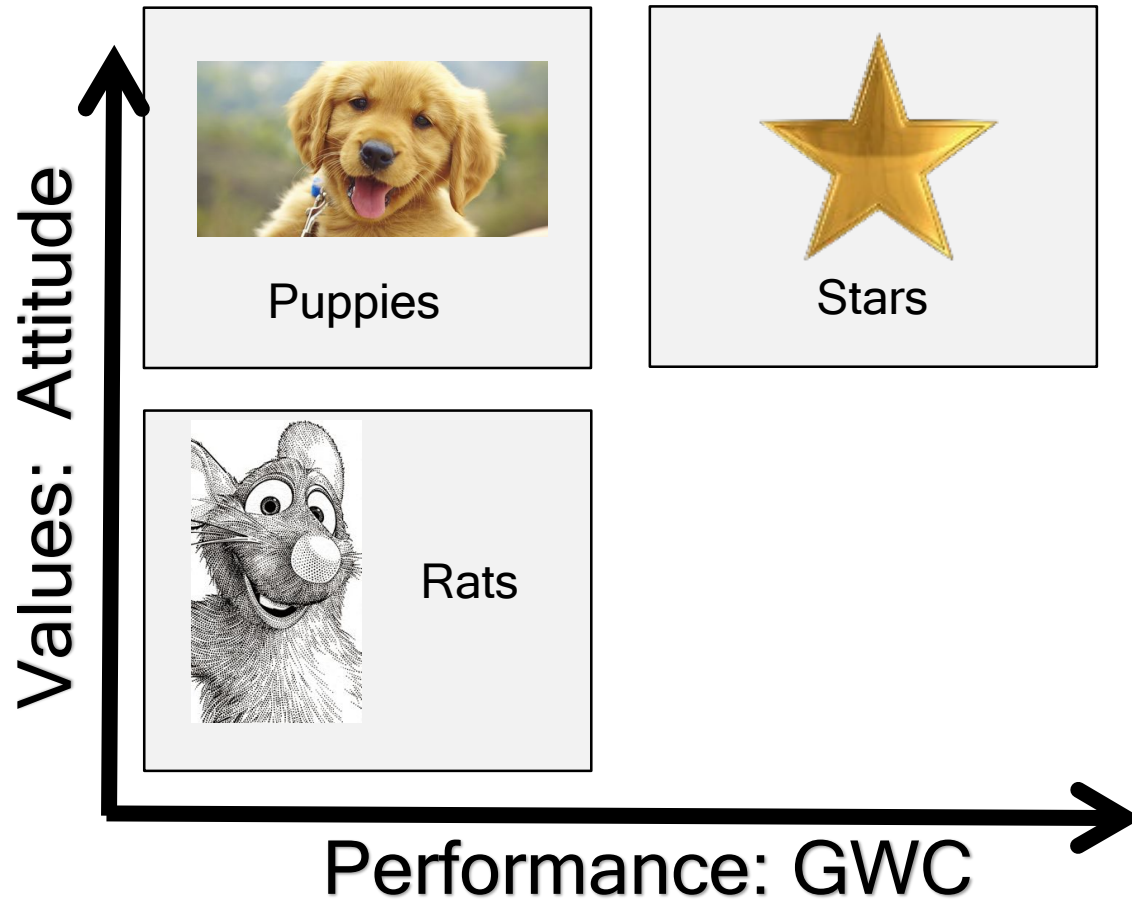
RIGHT  
PEOPLE /  
RIGHT SEAT



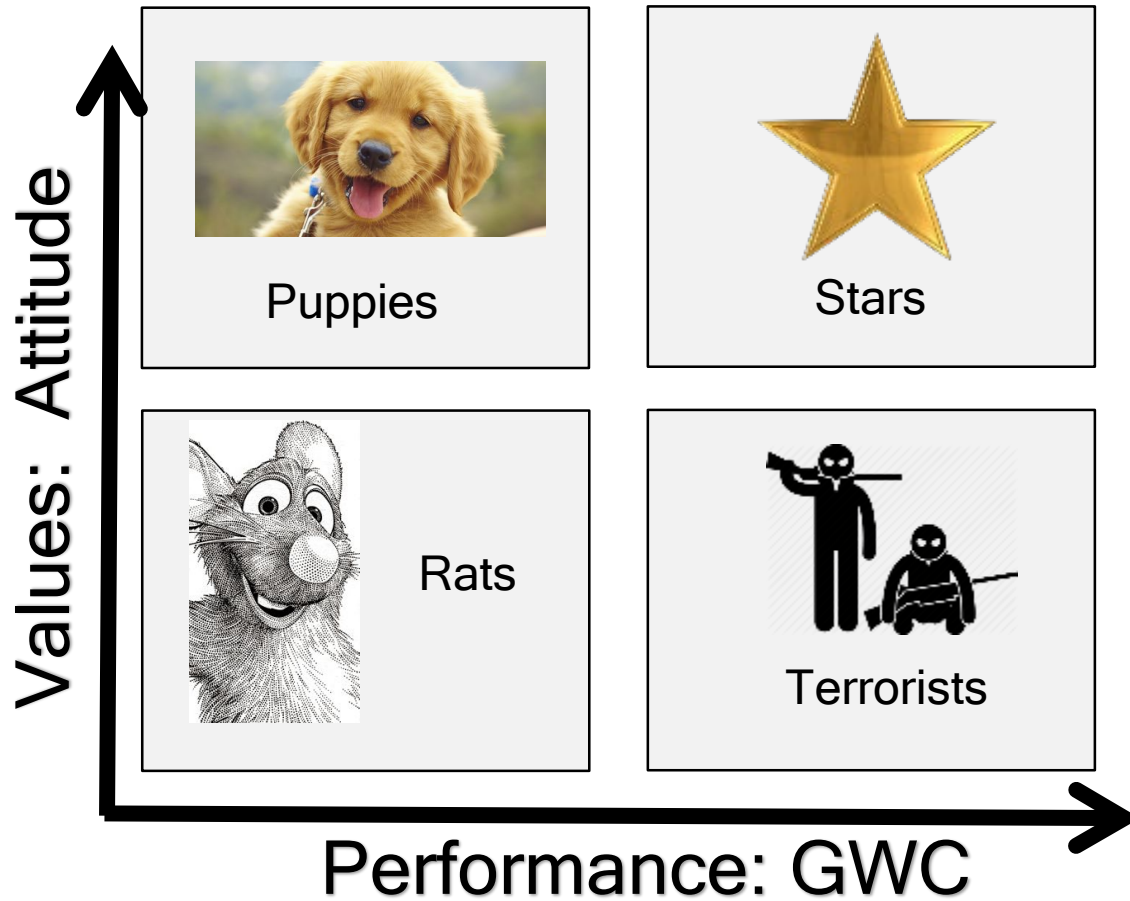
RIGHT  
PEOPLE /  
RIGHT SEAT



RIGHT  
PEOPLE /  
RIGHT SEAT



RIGHT  
PEOPLE /  
RIGHT SEAT



RIGHT  
PEOPLE /  
RIGHT SEAT



# Highly Functional Emotionally Healthy Adult

---



---

**The BIG**

**5**



# Physiological

---

Medicines / Chemo Therapy

Effects of Alcohol, Drugs, Etc.

Aspartame, Gluten, MSG...

Fatigue

The Flu

The Common Cold



# Brain Design

---

Kolbe

Myers Briggs

Disc

Predictive Index

Culture Index

2

# Events Recent or Upcoming

---

Argument with Spouse

Upcoming Presentation

Loss of a Major Customer

Child was Expelled from School

Loss of a Friend, Sibling, Parent

3

# Trauma

---

Death of a Parent, Spouse, Child....

Abuse – Physical, Emotional, Sexual...

Medical Trauma

Natural Disasters

War Related

Covert Abandonment

Divorce

**- Boundaries**

4

**Wouldn't it be great..**



# Family of Origin

---

What country you grew up in

What side of town

Family structure

The era which you live - Ex: Woodstock, the 1950's

Parents, teachers, grandparents, coach, bus driver, siblings,  
siblings drug addict friends, etc.

5



# The Big 5

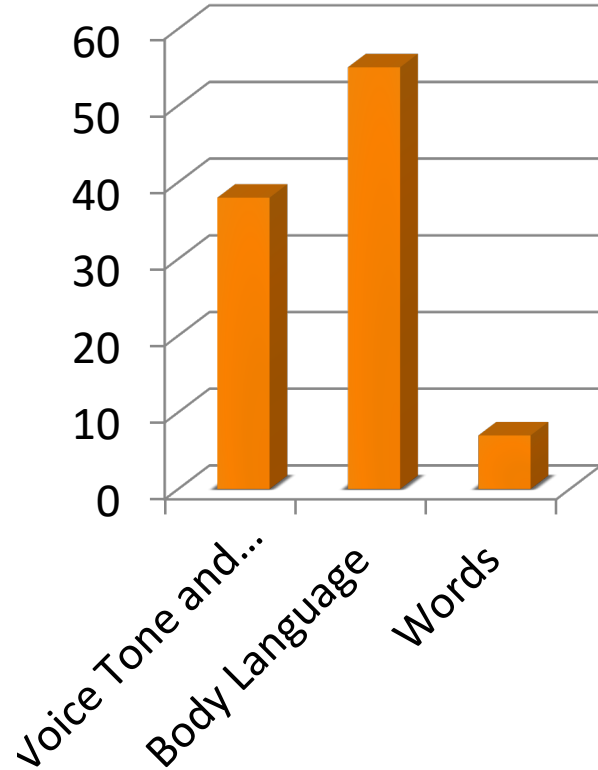
---

- Physiological
- Brain Design
- Events
- Trauma
- Family of Origin

# Come from a Healthy place?

---





# Cray Cray & Communication

# Attitude Questionnaire

---

1. I am definitely not seen as a “negative nelly”
2. When someone brings a new idea I don’t, with a negative tone, kill the energy of their positive intention.
3. I am seen as a highly functional emotionally healthy adult.



4. I give confidence to  
those around me?

---

# You Might Be Cray Cray

WHEN INTERVIEWING A  
POTENTIAL EMPLOYEE



# Managing in a Cray Cray World

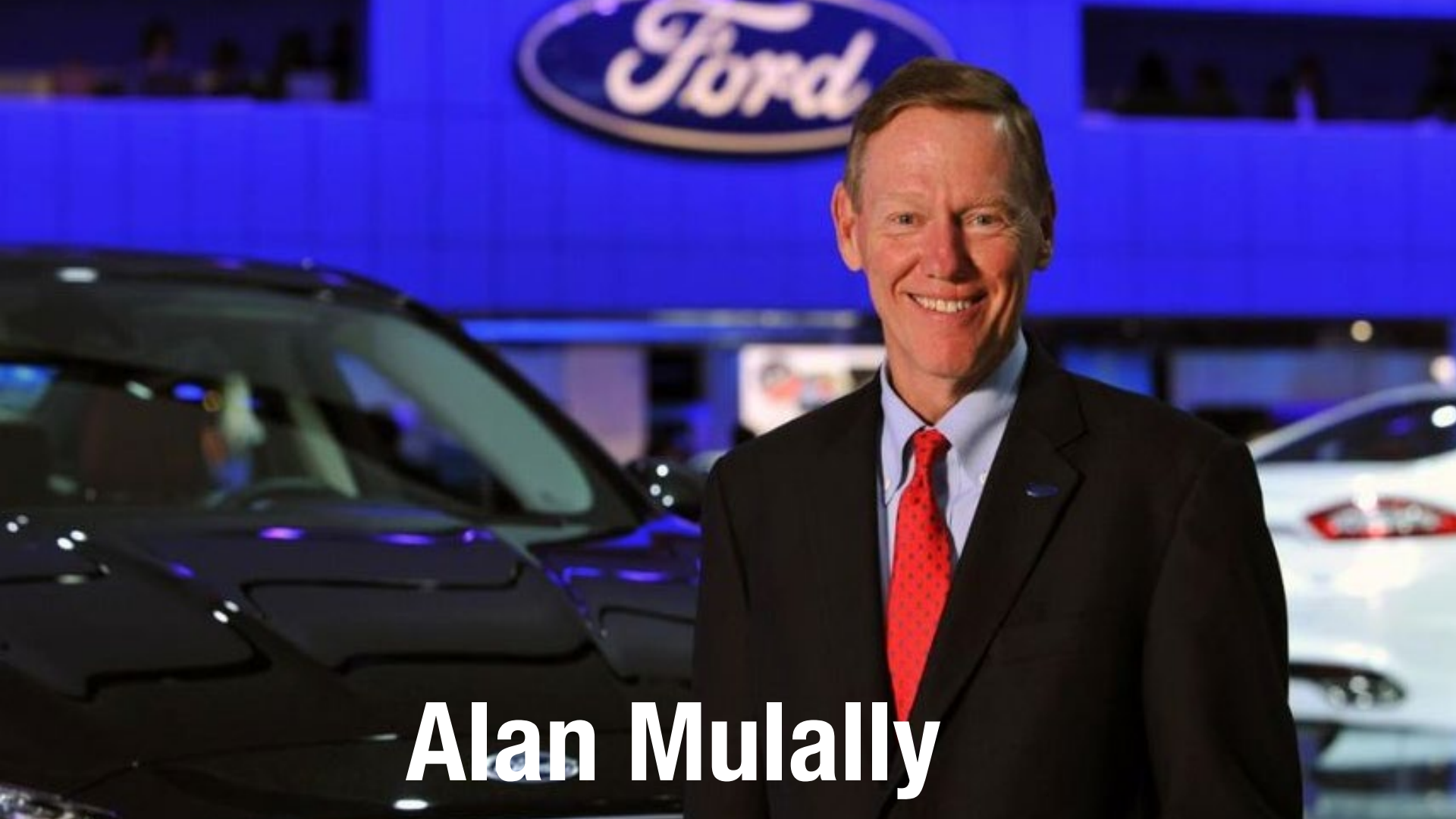
---

Love Them!

Don't Enable Dysfunctional Behavior

Coach Them

Make the Tough Decisions



**Alan Mulally**



# 2

## Types of "Love Them"

---

**You genuinely care – Compassion and Understanding**

**A Tough love that helps others succeed and leads them to a better way of living.**

# Issues Solving Time

---

- A People Issue That We Can Help You Solve Today
- A Great **CRAY**CRAY! story



*Humility*

# Stop the Stinking Thinking

---

[www.MyPeopleAreCrayCray.com](http://www.MyPeopleAreCrayCray.com)

