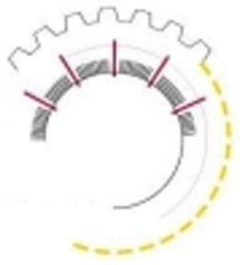


Speed Traps, Pot Holes and Idiots!

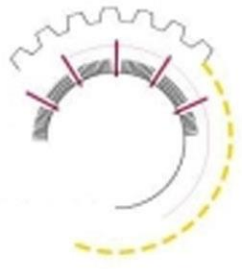
Prepared For





Stated Assumptions

- You know more about asphalt/pavement than me
- I am not completely linear
- This will be an interactive day
- You will get out what you put in
- What resonates with you?



What will we cover today?

- Assumptions
- Relationship skills
- Rewarding expectations



A



B



C



D



E

1



2



3

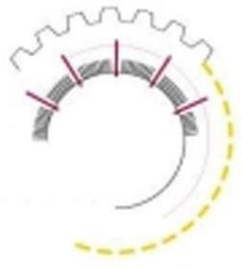


4



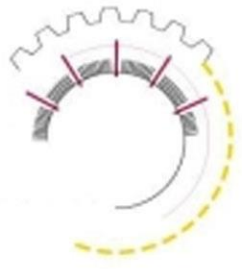
5





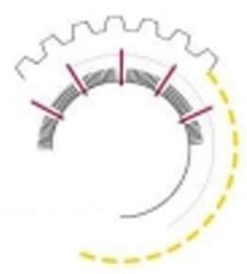
Power of Perceptions!

What thoughts went through your
head when you saw my
outfit/costume?



Power of Assumptions!

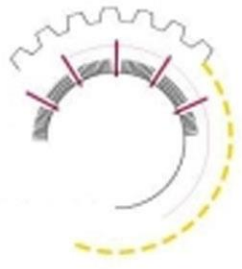
Fun, trying to relate,
comfortable, uneducated,
unknowledgeable, inappropriate,
courageous, real, ?



Assumption Areas

“Things you know to be true”

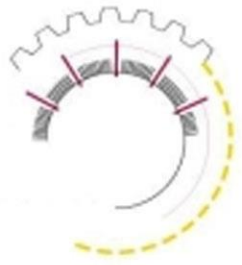
1. Your customers
2. Your competitors
3. Communication - amount and quality
4. Your products and services
5. Technology and innovation
6. Random events
7. Government regulation
8. Your internal resources or way you work



Power of Assumption!

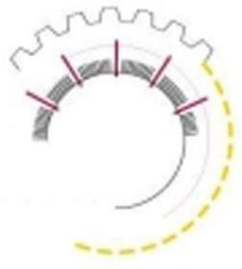
What assumptions are we making?

- Wife's Chiro after son's birth
 - Person honking horn



Famous McDonald's coffee spill - jury awarded 2.7



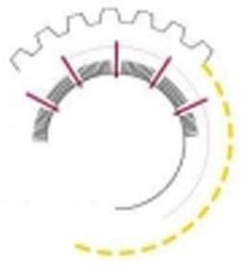


Quiz question #7

Which of the following areas do we make assumptions?

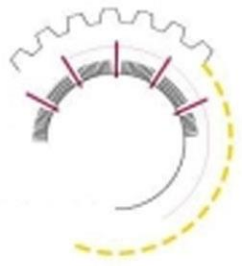
1. Customers
2. Communication
3. Random events
4. Government regulation
5. All of the above

Answer: all of the above and more



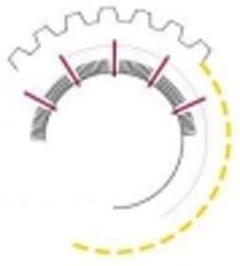
Assumptions

- Stella Liebeck, a 79-year-old from Albuquerque, New Mexico, ordered a cup of coffee at a McDonald's drive-through window. When she pulled away in her car, according to commonly held beliefs, Liebeck tried to juggle the coffee while driving.



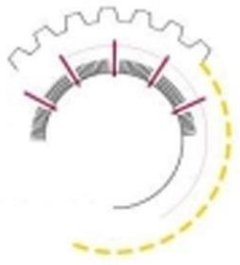
Assumptions

- Liebeck spilled the coffee on herself. Of course, the coffee was hot. Although most people thought her injuries were minor, Liebeck sued the corporate giant McDonald's -- viewed as an easy target by the public -- and walked away a millionaire.



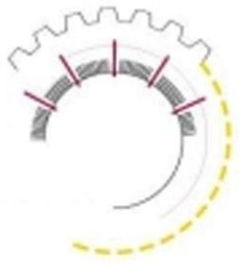
Reality

- Liebeck was a passenger in the car, which was pulled over so Liebeck could add cream and sugar to her coffee.
- The coffee, which had been brewed at 180 degrees, then spilled onto Liebeck, causing third degree burns to over 16 percent of her body.



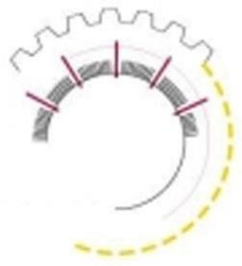
Reality

- Liebeck went through painful skin grafts and spent a week in hospital
- Initially only asked McDonalds to reimburse medical expenses of \$18,000. They offered \$800.
- At trial, McDonald's representatives admitted that its coffee was so hot it was "not fit for consumption."



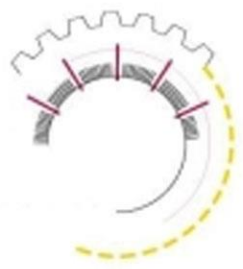
Reality

- The jurors determined that Liebeck was 20 percent responsible, McDonald's 80%.
- McDonald's had a history of over 700 complaints involving coffee burns.
- The award attempted to penalize McDonald's by awarding punitive damages based on two days' worth of coffee sales.



Reality

- Judge Robert H. Scott, who presided over the trial, went so far as to describe McDonald's conduct as "callous," and "willful, wanton, and reckless." Nevertheless, he reduced the punitive damage award to \$480,000. Eventually, *Liebeck v. McDonald's* was settled out-of-court for an undisclosed amount.



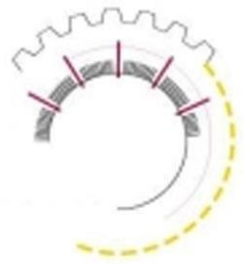
What assumptions are made in asphalt/pavement

- They know how to use the equipment
- They know the scope of work
- They know what the expectations are
- They want to advance to leadership
-
-
-

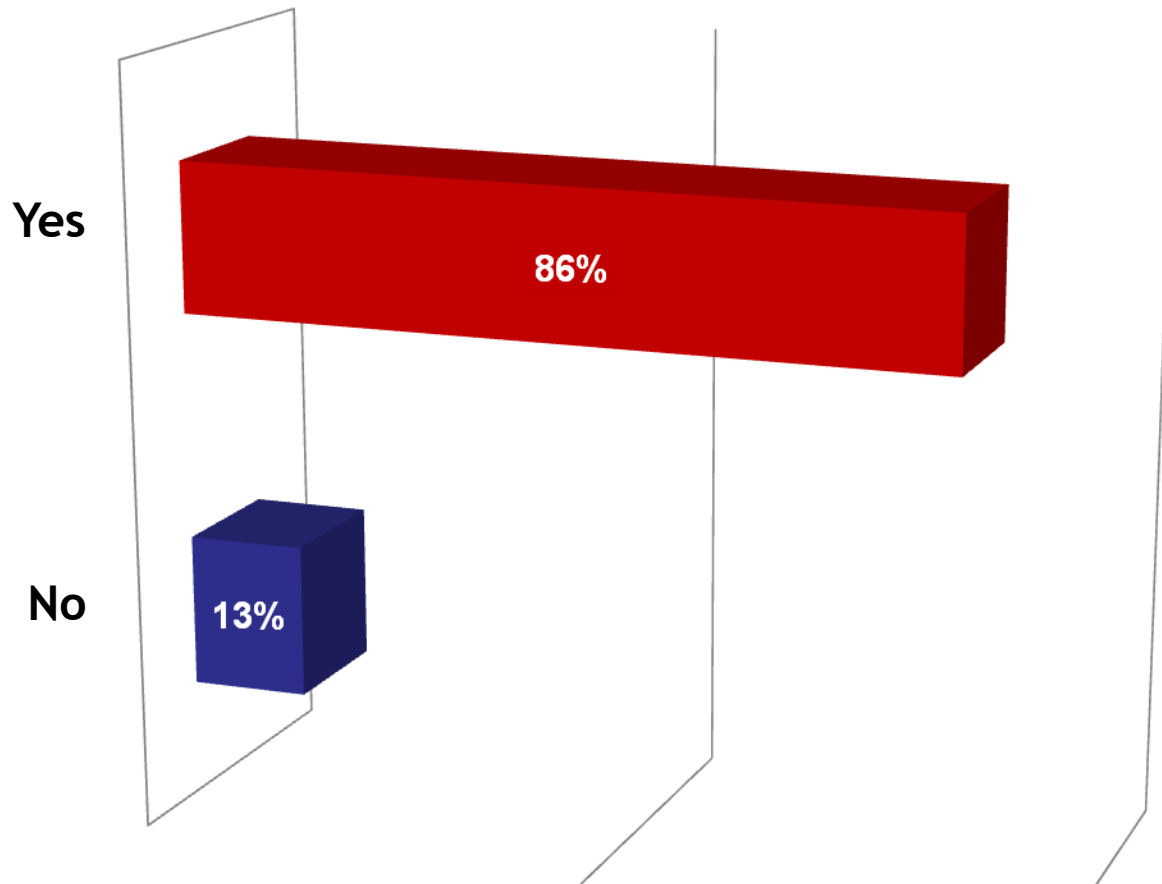


Power of Assumptions!

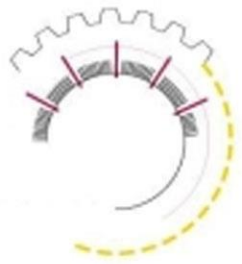
3. How can we improve this?
 - Quit making up stories
 - Be willing to change your assumption
 - Assume the best!



Do you work with one or more annoying coworkers?

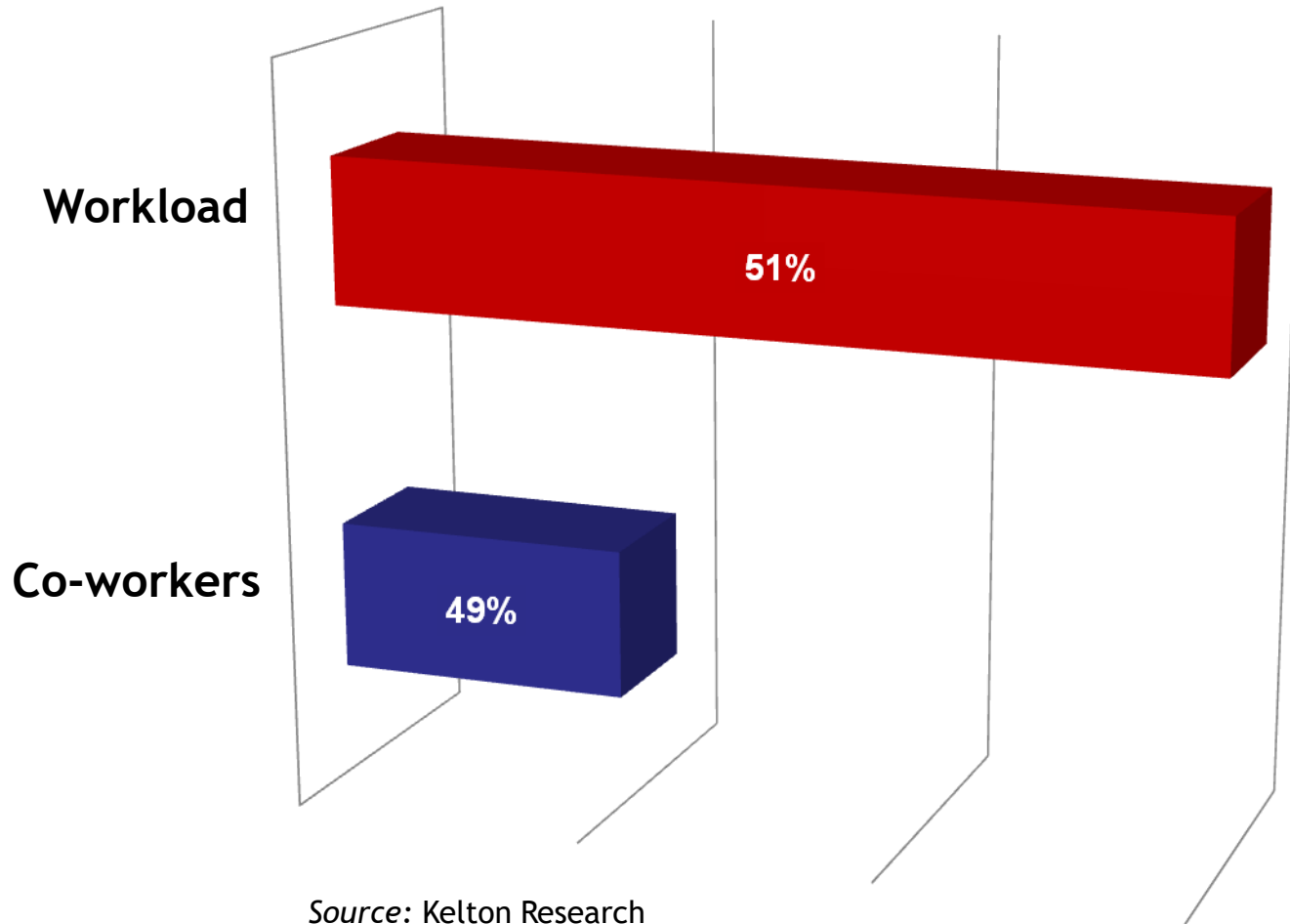


38% Say 3 or more coworkers are difficult
Source: Hotjobs

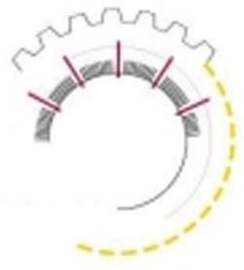


Workplace Worries

What causes you the most stress at work?



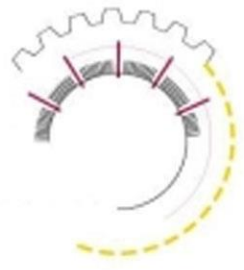
Source: Kelton Research



Establishing a customer focused mindset!

“I am not going to _____ client tomorrow”

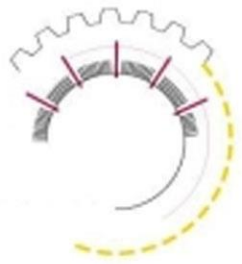
What does that mean?



Establishing a customer focused mindset!

What that means is...

- I will be leaving at 7:00 in the morning
- I won't be able to make the kids breakfast
- I won't be able to get the kids on the bus



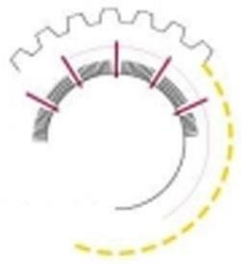
“I am thinking the same
thing about you!”

Honor

Appreciation of difference

Respect

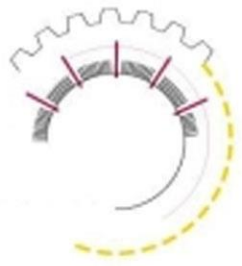
Dignity



Look for what is right and unique in others:

- Think about the person you least like. Now define one thing about that person you respect:

- Next time you see that person think about that aspect of them and tell them that you respect it.
- If there is a history of tension, tell others how you respect that person.

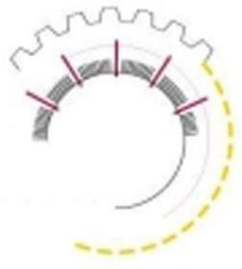


Power of Communication!

Did you know that it is impossible to talk and effectively listen at the same time?

Be careful about using **always** and **never!**

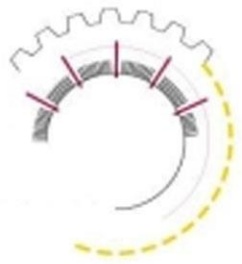
Replace with **frequently**, **often** or **rarely** and **sometimes**.



R_____

Ex_____

- Like 80% of job
- Is it within my control?
 - If yes, take action, what can you do?
 - If no, realign your expectations with the current reality
- Do these things happen to others?
- What are my expectations for myself?
- What are my expectations for my employees?
- What are my expectations for the next year?
- What are my expectations for my industry?



Gary Ridge , CEO for WD 40, company pledge

"I am responsible for taking action, asking questions, getting answers, and making decisions. I won't wait for someone to tell me. If I need to know, I am responsible for asking. I have no right to be offended that I didn't 'get this sooner.' If I'm doing something others should know about, I'm responsible for telling them. "