



2019 MDRT Top of the Table Annual Meeting e-Handout Material

Title: Focus on What Only You Can Do

Speaker: Catherine Gough

Presentation Date: Thursday September 26, 2019

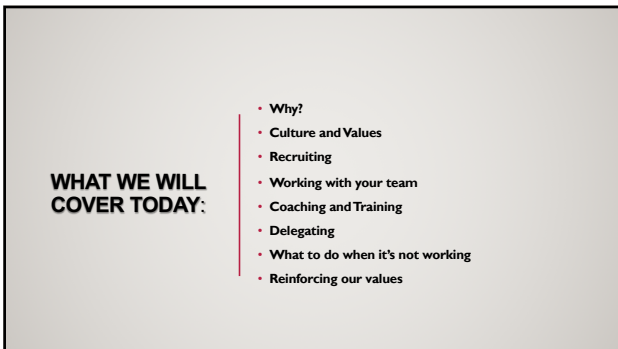
Presentation Time: 1:15 p.m. -2:00 p.m.

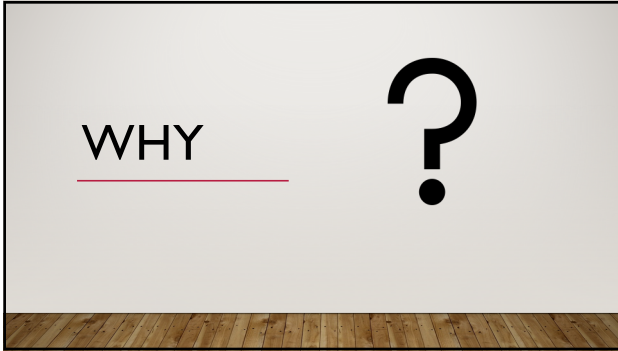
Session Room: Iris

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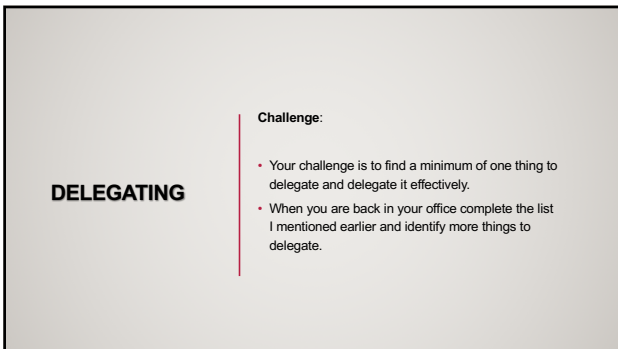












WHAT TO DO WHEN IT'S NOT WORKING

Productivity

Attitude

REINFORCING OUR VALUES

Book Club

- The Present and Who Moved My Cheese by Spencer Johnson – Both of these are very thin books, so a good way to get things going and they got people thinking.
- The Richest Man in Babylon by George Clason – A great book on the basics of financial planning, one of the team commented that they wished they'd read it when they were 18.
- The Chimp Paradox by Steve Peters – Great book on your chimp brain and your human brain and recognising which one is in charge and how it impacts your behaviours.
- Predictably Irrational by Dan Ariely – On how we make choices
- The 10 Natural Laws of Successful Time & Life Management by Hyrum Smith was really well received by the team and has helped them plan their workloads more effectively. One of the team has bought the planning system referred to in the book.

- Chairing the Team Meeting
- TED Talks
- Day off for Birthday
- Christmas and New Year
- Private Medical Insurance
- Charity
- Social

ALSO...

- Bonuses
- Exams and study material
- Overseas trips

THOUGHTS FROM THE TEAM

Sam:
In my last job, I had the day off for my birthday and thought it was a great idea so it was superb to realise that KWM do this too! It shows that personal touch within the team. This is not only restricted to the day off, it's the only place I've worked where you don't buy cakes for everyone else to enjoy on your birthday - a cake is bought for you to enjoy!

The book club, and by extension, the culture of personal development at KWM is again something I have not experienced elsewhere. I am not really a reader - I don't always think to pick up a book rather than waste time on the Internet, so the book club does help to focus on reading, which in turn helps build good habits. I try more and more to think of the bigger picture, positive language and body manner. How many times have you asked someone how they are and they say "I'm alright" in a non-expressive way? When someone asks how I am, I always try to think positively, as coin a phrase "top of the world!" That shows them, that makes them wonder why you're so good and they're just "alright."

I even had the mother in law pick up Dan Carnegie's How to win friends and influence people. These books are not just financial planning, they are life tools!

The positive nature seems to run through the team, it really makes me think about where I am and where I want to be. Whilst not always delivering on this side, watching the TED talks with it makes me think I should do more. I really enjoyed tinged with emotion, helping out at Hope House and want to do more.

I could easily coast along for the rest of my life, but I want to achieve and putting me out of my comfort zone is something I need.

Tony:
TED talks are a great way to round up team meetings, there is always something positive / motivating / inspirational in each one.

I really enjoy the book club, especially the types of books that we read. It gives an opportunity to learn about yourself, strategies and areas that you can work on or are new to you, and share your learning with others. Reading as a way of self-development a great way to focus your mind.

Spending time away from the office with your work colleagues is a great way to get to know them better in an environment where you are not being disrupted by your normal day to day tasks. This applies equally to away days as it does to charity and social days. I particularly enjoy charity work as it is "giving back", which is an important aspect of life, either doing it as an individual or as a team.

Having a day off for your birthday is something special as it allows you take time for yourself, and your family, which you perhaps wouldn't do otherwise.

I feel it important to keep stepping out of your comfort zone as it is effectively the only way to grow as a person or team. Challenges present opportunities for lots of things such as growth/learning/strength/teamwork etc. Things that you achieve via challenge are far more valuable and precious than what is just given.

I feel that coaching, although delivered in lots of different ways, via TED talks, motivational speakers, books etc. is trying to give fairly similar messages. What is good about the Strategic Coach Tools is that they provide a structure and framework to work with that we all understand and appreciate.

Gemma:
I think this is a really close-knit team and genuinely friendly! I think we all care about the company rather than seeing it as "just a job to pay the bills". Both you and Shaun are very fair in how you treat us and I feel that there are a lot of benefits working for KWM but you feel valued rather than being just a number in a company. I personally notice this when kids are unwell and how understanding you've been when I've had to leave. I still have guilt which is good as it shows that I also care about my job!

Personally, strategic coach has helped me change my way of thinking and I now use winstreak every day and have done for a couple of years now.

Having birthdays off is a nice touch and just ensures we can have a day to treat ourselves and enjoy our birthdays but having the office closed over Xmas and New Year is also good as we can really enjoy the holidays without thinking about workloads etc.

Peter:
I am pleased that the care the company has for its clients extends to the people working within the business to, as any opportunity for personal development is encouraged.

Support for professional development at work is not unusual as there is usually a mutual benefit, but help and encouragement to achieve personal goals is less common and this is what you do and it is appreciated.

ACTIONS

Your team culture

- Is it what you want it to be?
- Does everyone share the same values and do you all know what they are?
- Are your values being reinforced in everything that you do?

Recruitment

- Is there anything to change about your recruitment process?
- Are there new steps to introduce?
- Are you happy that your interview questions are covering the things that are important to you?

Working with your Team

- Do you all understand each other and how you like to work and communicate etc?
- Do you have conflicts in the team that could be resolved if everyone had a better understanding of each other?
- Are you focusing on what you have achieved, rather than dwelling on what you haven't?
- Is everyone in your team coming up with new ideas for improvements and taking action on them?
- Do you have consistent processes for everyone to follow that are reinforcing your values?

Coaching and Training

- Is everyone being encouraged and supported to develop, both personally and professionally?
- Could you involve a third party in coaching and training?

