Kevin Wood – Lowe’s Manager on Happy Valley Rd

2/03/2014

Has been w/ Lowe's for 13 years

(Connection through Todd & Renee Clark)

Sales & Service Incentive Program

Recognize someone's wins & achievements

People to people - high five, smile, "thank you"

Be willing and take some innovative chance. (i.e. the nest thermostat)

\*A major point of deviation from taking principles from corporations is:

"We plant grass, we don't steal sheep." - Bob Russell

"We have no patent on anything we do and anything we do can be copied by anyone else. But you can't copy the heart and the soul and the conscience of the company."~ Howard Schultz, CEO, Starbucks

1 - Choose your attitude each day.

2 - Putting people's needs above your needs.

3 - Never ask your people to do something that you wouldn't do yourself. Leaders are the example.

4 - Treat people with dignity and respect.

Sometimes you have to realign someone.

5 - Recognize your employees for their acheivements and wins.

Knowing how your employee's prefer recognition - publically or privately

Personal handwritten thank you's

6 - Providing people with the opportunity to grow.