



ARE WE **MAD** ?

Vision



Making A Difference

Vision Objectives

- People Oriented vs. Organizational Oriented
- Alignment with People & Organizational Purpose
- Noble Purpose & Bigger Than Ourselves
- Not Tell, Not Sell, But Want To Buy



Please
Join in
the
Climb to
the Top

Learning, Personal Growth, Happiness, Friendship, Courage, Passion, Self Fulfillment, Making a Difference

Leadership Journey

	Management	Transactional	Servant	Transformational	Transcendent
Driver	Authority	Knowledge	Heart	Vision	Noble Cause/ Higher Purpose
Method	Motivation	Motivation	Motivation	Inspiration	Inspiration
Focus	Work Task	Work Task	People	People	People
Org. Structure	Hierarchical	Hierarchical	Hierarchical	Flat	Halocracy
Develop	Subordinates	Followers	Followers	Leaders	Leaders
Employee	Disgruntle	Disengagement	Disengagement	Engagement	Engagement
Change	Status Quo	Status Quo	Status Quo	Innovation	Change the World
Performance Result	Below Average	Average	Good	Very Good	Great

Trust

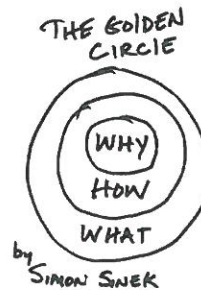
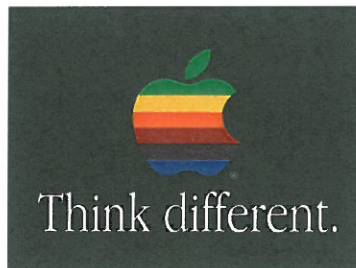
Leadership Values

- People First, Work Second
- Trust & Being Selfless - Biggest Obstacle to Leadership
- Inspiration vs. Motivation
- Genuine From the Heart

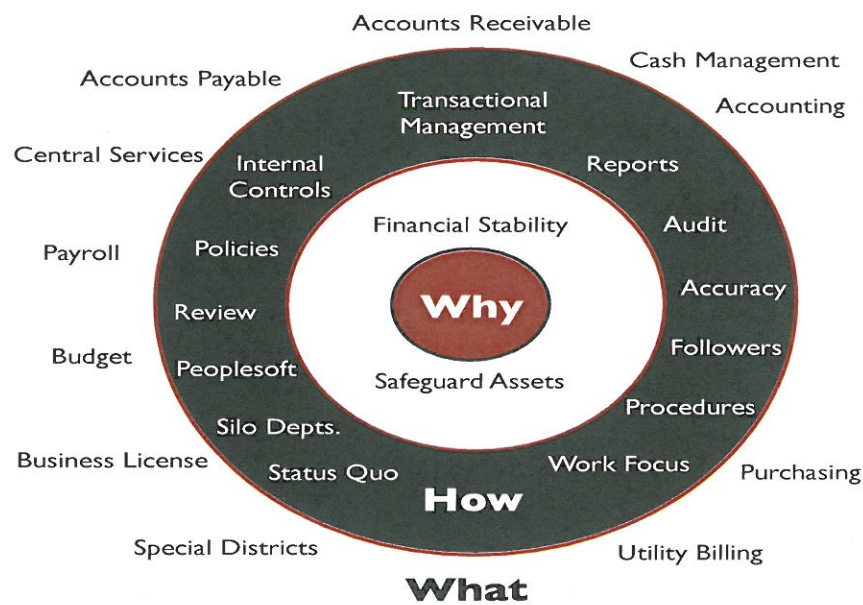
Culture



COURTESY OF ZAPPOS



Start With Why



Work

Life

Those Who Have a 'Why' to Live,
Can Bear Any 'How'.

-Victor Frankl

A MAD Life for Me

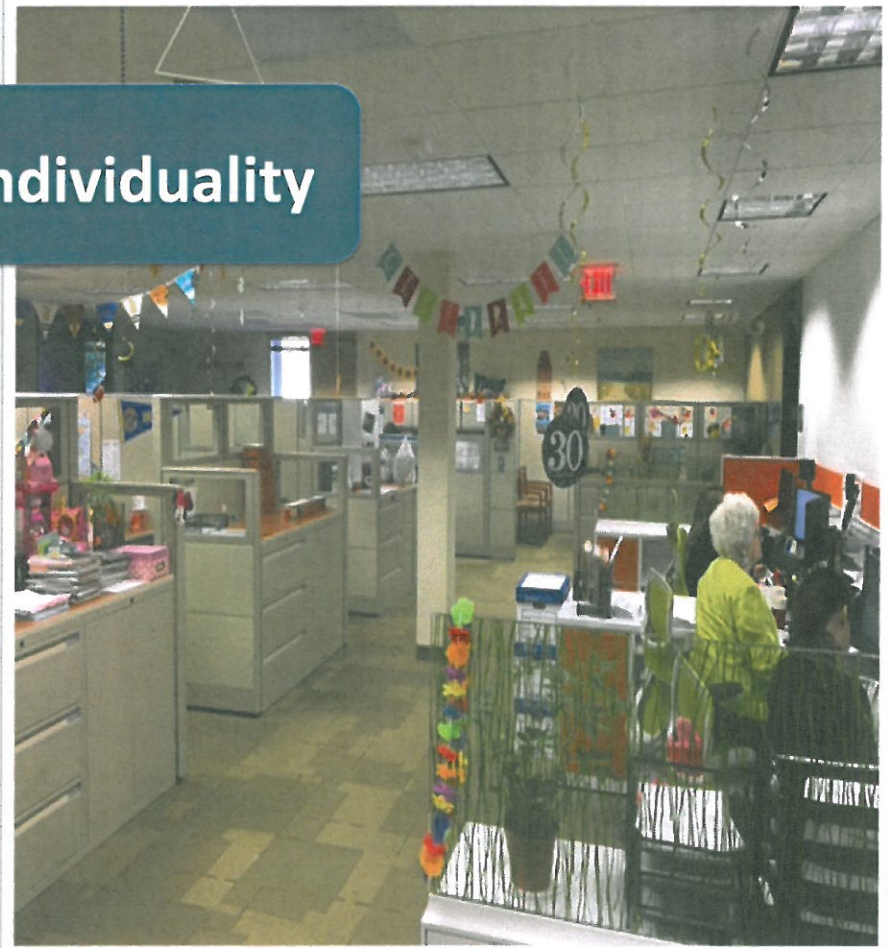
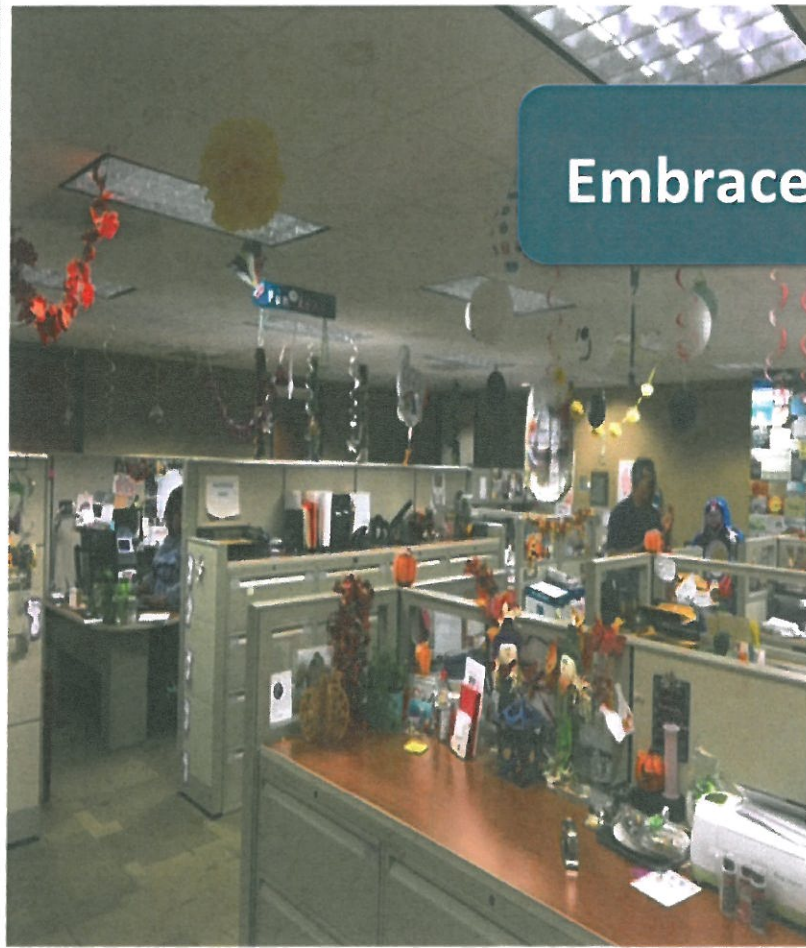
5 Core Values

- Fun and Enjoyment
- Friends and Connections
- Healthy – Physically, Mentally, & Spiritually
- Personal Growth & Learning
- Meaningful Work

Customer Experience



Embrace Individuality



One Wow Team

GIANCARLO MEZZA
Rock Star WOW

DESIREE GONZALES
5 Star WOW

DARLENE PEREZ
Going the extra mile to WOW

ALELI BURGOS
WOW at work

Culture

- Live First, Work Second
- Developed by the Staff
- Sense of Pride & Purpose
- Live It! – Policies, Procedures, & Practices

Amazing Results

- True Employee Engagement & Fulfillment
- Wow Customer Service Experience
- High Performance Team
- Increase in Productivity & Innovation


MEDIA ATTENTION

Felicia C. Logan @Felicialogan 4h
#ICMASUMMIT Grant Yee, Annie Wu,
Lilyan Villarreal rock-they know and show
the importance of fun as leadership tool



← ↻ 2 ❤ 4 ⋮





Nuro
mentioned you.

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Nuro [Nov 18](#)
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Heartfelt thank you to [@CityofOntario](#) Delilah Patterson & staff. Their help today made me proud of this city, like I belong.
[@MayorPaulLeon](#)

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Very effective. And super nice

 **Work**
Efficient, Quality, Informative, Signage, W...

Make A Difference Day



Tis The Season of Giving



Random Act of Kindness



Making A Difference in
Our Future



WE LIVE!





**THERE IS NO PASSION TO BE FOUND
PLAYING SMALL - IN SETTling FOR A
LIFE THAT IS LESS THAN THE ONE YOU
ARE CAPABLE OF LIVING.**