



THE QUADRILLION



**Real Estate**  
CAREER ACADEMY



**GEOMETRY**

What you leave behind  
is not what is engraved  
in stone monuments,  
but what is woven into  
the lives of others.

~ Pericles





A hand in a blue and white checkered shirt is pointing towards the text. The background is a blurred office setting with warm lighting and bokeh effects. A dark semi-transparent rectangle contains the text.

**WHILE LEADERS MAY LEAD BY  
VIRTUE OF WHO THEY ARE, LEADERS  
ALSO CREATE VALUE BY VIRTUE OF  
THEIR RELATIONSHIPS**



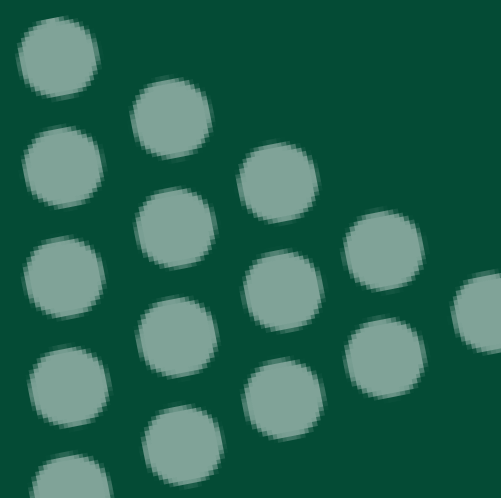
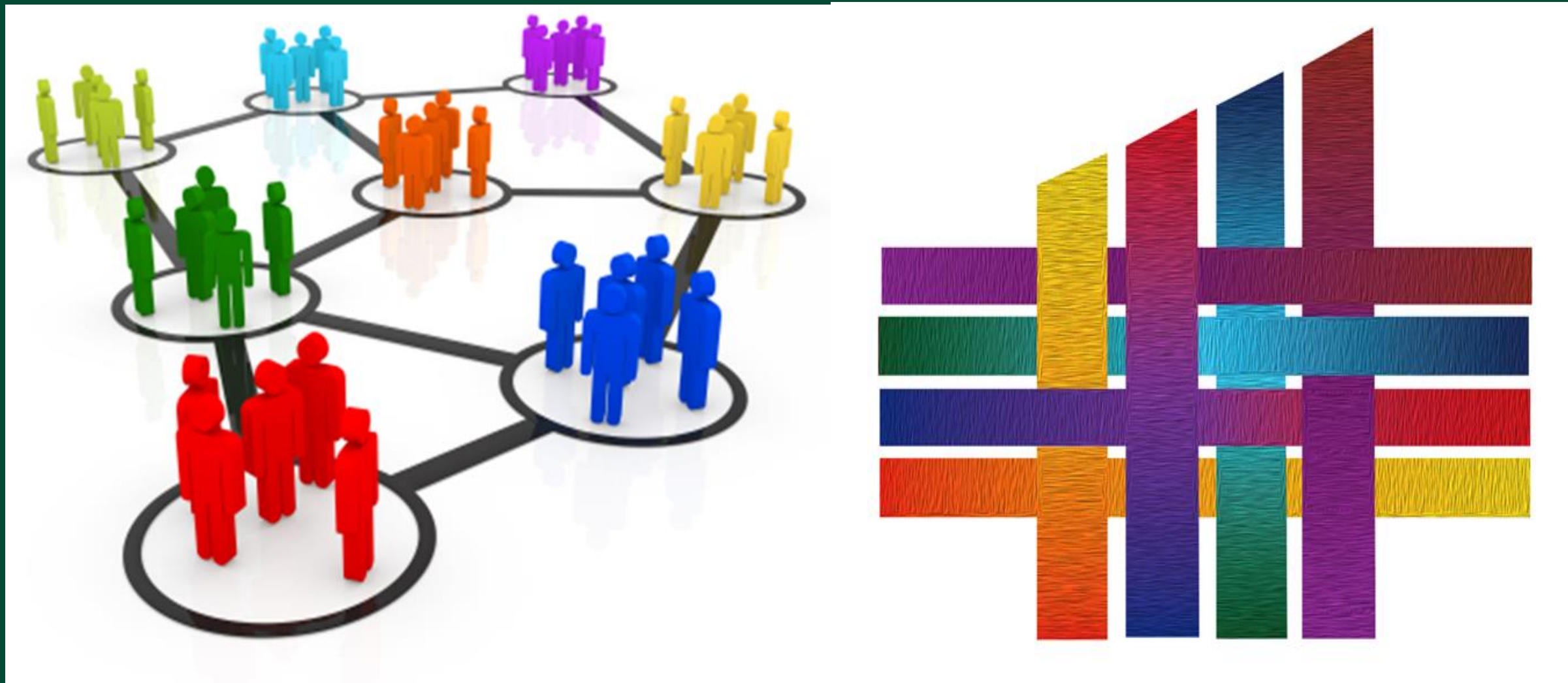


**Career Lattice:** *noun*

- - - a framework of a career consisting of skills and abilities crossed and fastened together with values and activities, spaces left between, used typically for direction in support for developing and building a person's business profession.



# NETWORKING VS. NETWEAVING





A large, textured teal letter 'P' is shown on a keyboard. The letter is cut out, revealing a darker teal color underneath. The background is a light blue gradient.

# DEBBIE P's P's

Precision  
of your plan

Preciseness  
of your speech

# DEVELOPING YOUR OWN MINDSET OF INFLUENCE



Attitude

Leadership

Relationships/  
net-weaving

Personal and  
professional  
skills







Become of the  
architect of your  
own identity!



---

“Your smile is your logo.  
Your personality is your  
business card. How you  
leave others feeling after an  
experience with you  
becomes your trademark.

Build Your Personal Brand



# BIG BIG BIG!

A woman with long brown hair, wearing a white lab coat over a black shirt and bright yellow glasses, is holding a large yellow folder in her right hand. Her left hand is raised in a gesture of surprise or emphasis. She has a wide-eyed, open-mouthed expression. The background is a blurred office or laboratory setting.

1. Associate with people of integrity.
2. Live by principles instead of feelings.
3. Reject anything that tempts you to lower your standards.





LEARN TO MAKE DECISIONS



# THE DECISION TREE



Leaf Decisions:  
Make the decision. Act on it.  
Do not report the action you took.

Branch Decisions:  
Make the decision. Act on it.  
Report the action you took  
daily, weekly or monthly.

Trunk Decisions:  
Make the decision. Act on it.  
Report your decision before  
you take action.

Root Decisions:  
Make the decision jointly, with input for many people.  
These are the decisions that, if poorly made and  
implemented, could cause major harm to the  
organization.



# PRACTICE “CLEAN PLATE” LEADERSHIP

Once a task presents  
itself and all the facts  
are at hand, don't  
procrastinate:

“Do it now”



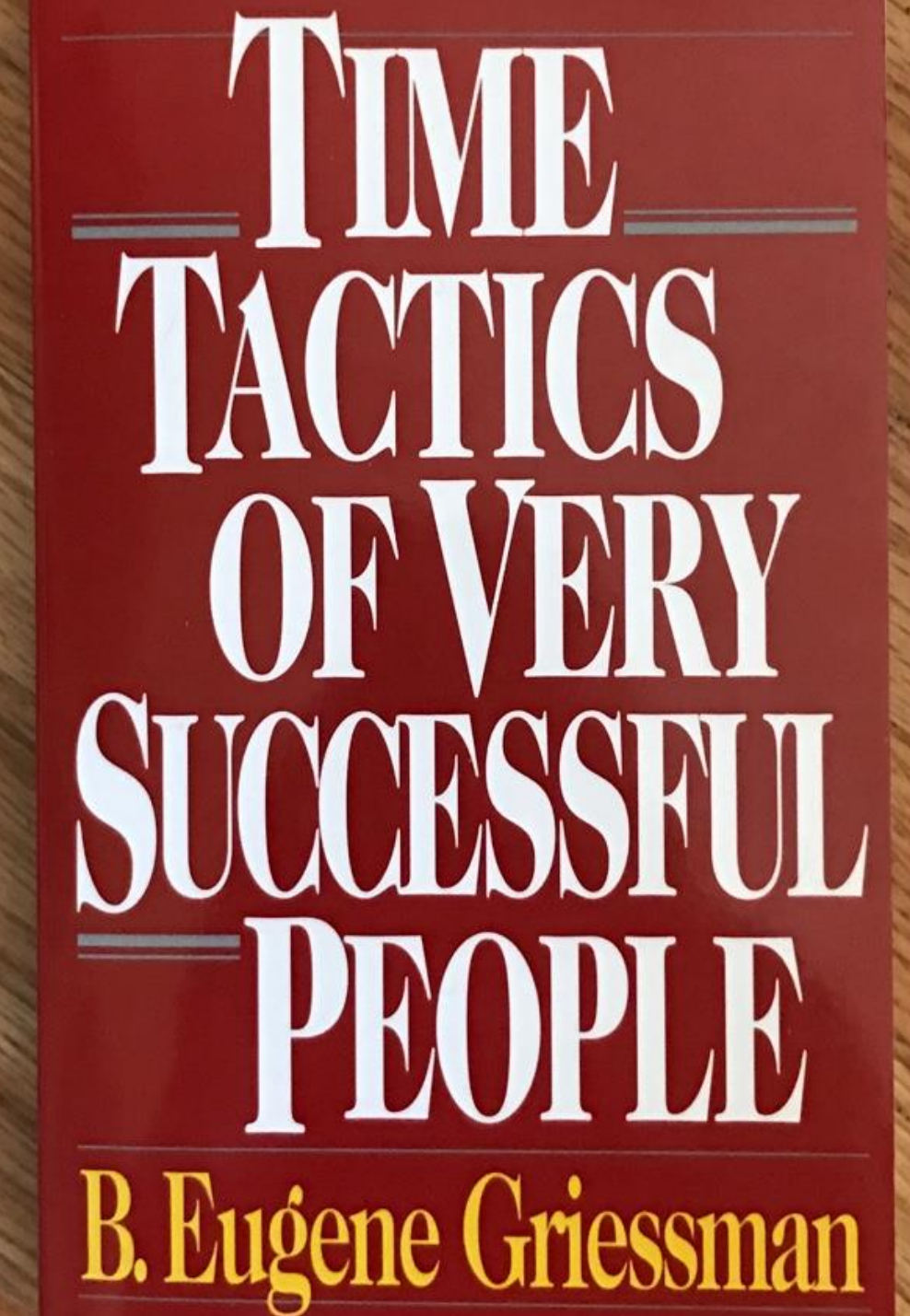


WE BECOME WHAT WE PLAN



# USE YOUR TIME EFFECTIVELY

- Plan the call, before you make it.
- Meetings - have an agenda and stick to the time frame.
- Take notes and leave having an action plan.

The image shows the front cover of a book titled "TIME TACTICS OF VERY SUCCESSFUL PEOPLE" by B. Eugene Griessman. The cover is dark red with white text. The title is written in a large, bold, serif font, with "TIME" and "PEOPLE" underlined. The author's name is at the bottom in a smaller, yellow, serif font.

**TIME**  
**TACTICS**  
**OF VERY**  
**SUCCESSFUL**  
**PEOPLE**  
B. Eugene Griessman



THE ABILITY TO DELAY  
GRATIFICATION IS  
INTIMATELY LINKED WITH  
SUCCESS.

You cannot succeed at anything  
unless you are willing and able to  
delay gratification.





# SIX WAYS TO INCREASE LIKABILITY

1. Become genuinely interested in other people.

2. Smile!

3. Remember their name.

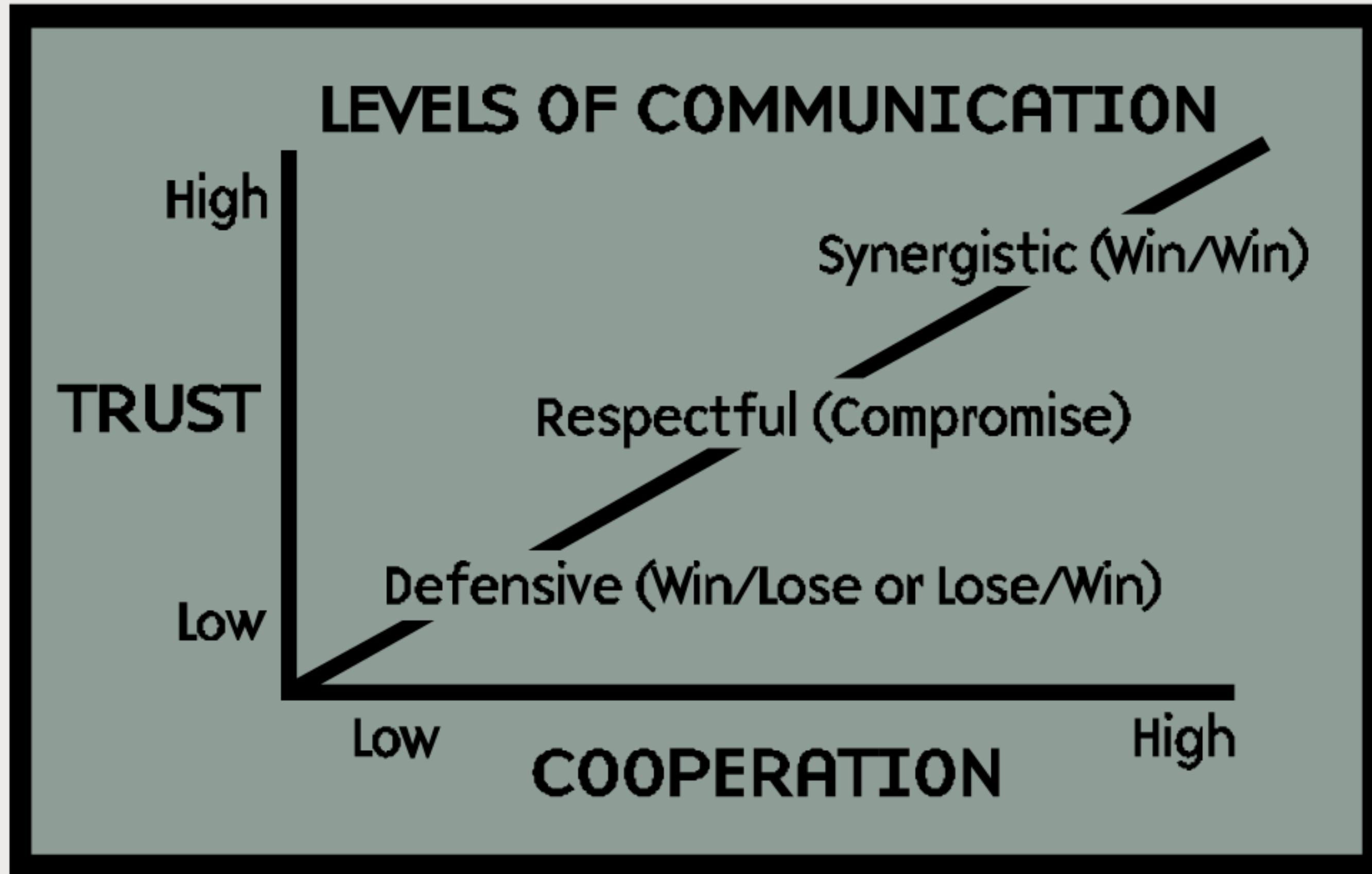
4. Be a good listener. Encourage others to talk about themselves.

5. Talk in terms of other persons' interests.

6. Make the other person feel important – and do it sincerely.



# LEVELS OF COMMUNICATION AND TRUST



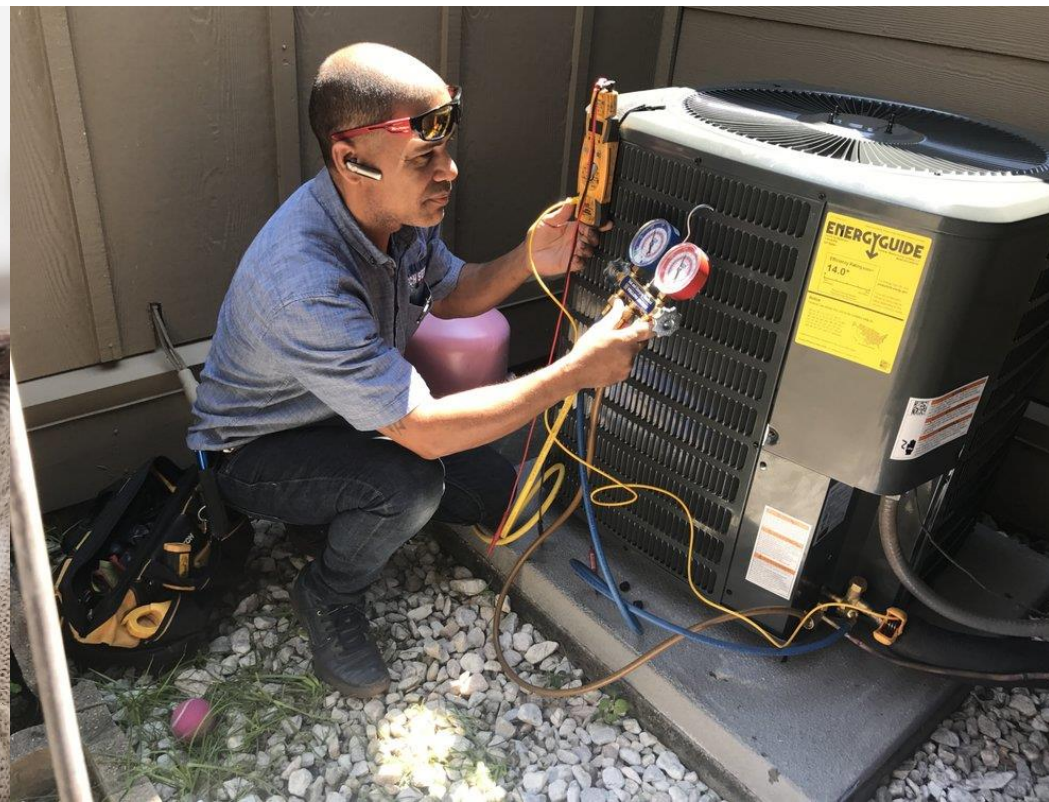
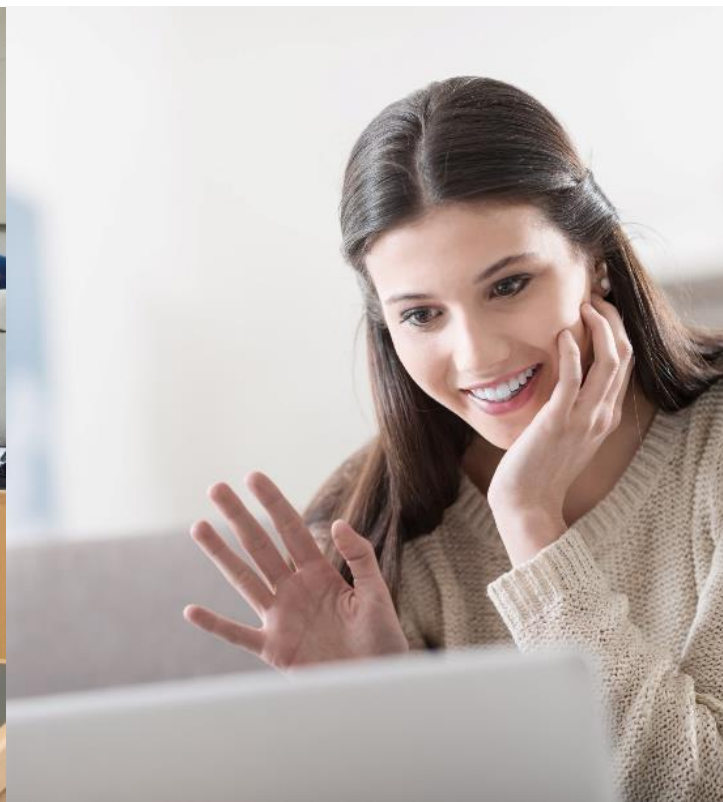


# WHAT DO EMPLOYERS WANT?

## Top Four Qualities:

1. Ability to Learn
2. Ability to Listen and Communicate Information
3. Innovative Problem-Solving Skills
4. Knowing how to Get Things Done: Activity vs. Accomplishment

RESULTS ARE WHAT MATTER!





# BEING INTENTIONAL

How we  
communicate sets  
the tone for the  
relationship.





# STAYING ON MESSAGE

Consistent

Professional

Responsive

Solution Oriented

Action Steps



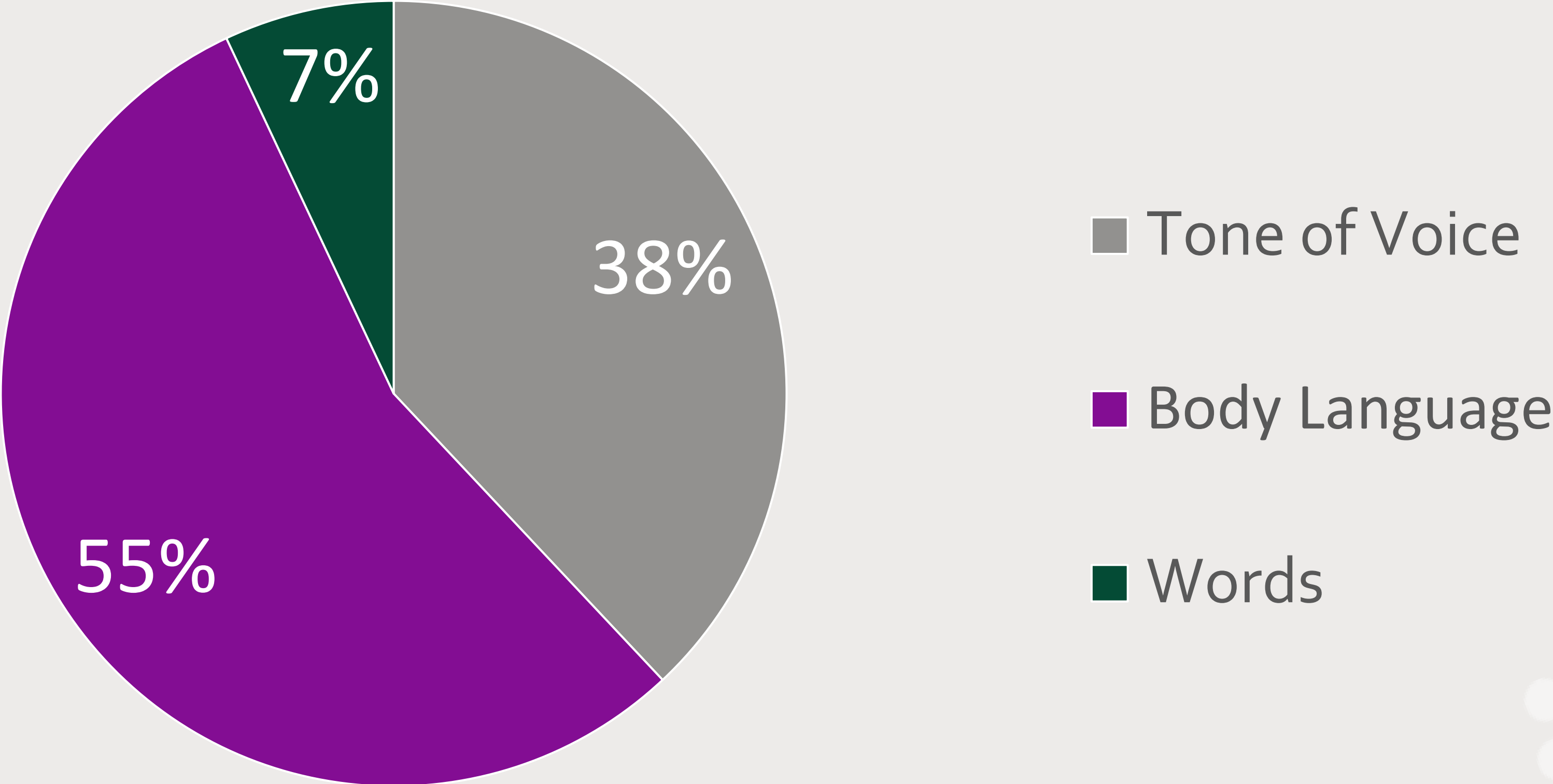
# WORDS ARE LIKE TOOTHPASTE...

they're hard to put back once the message is out.





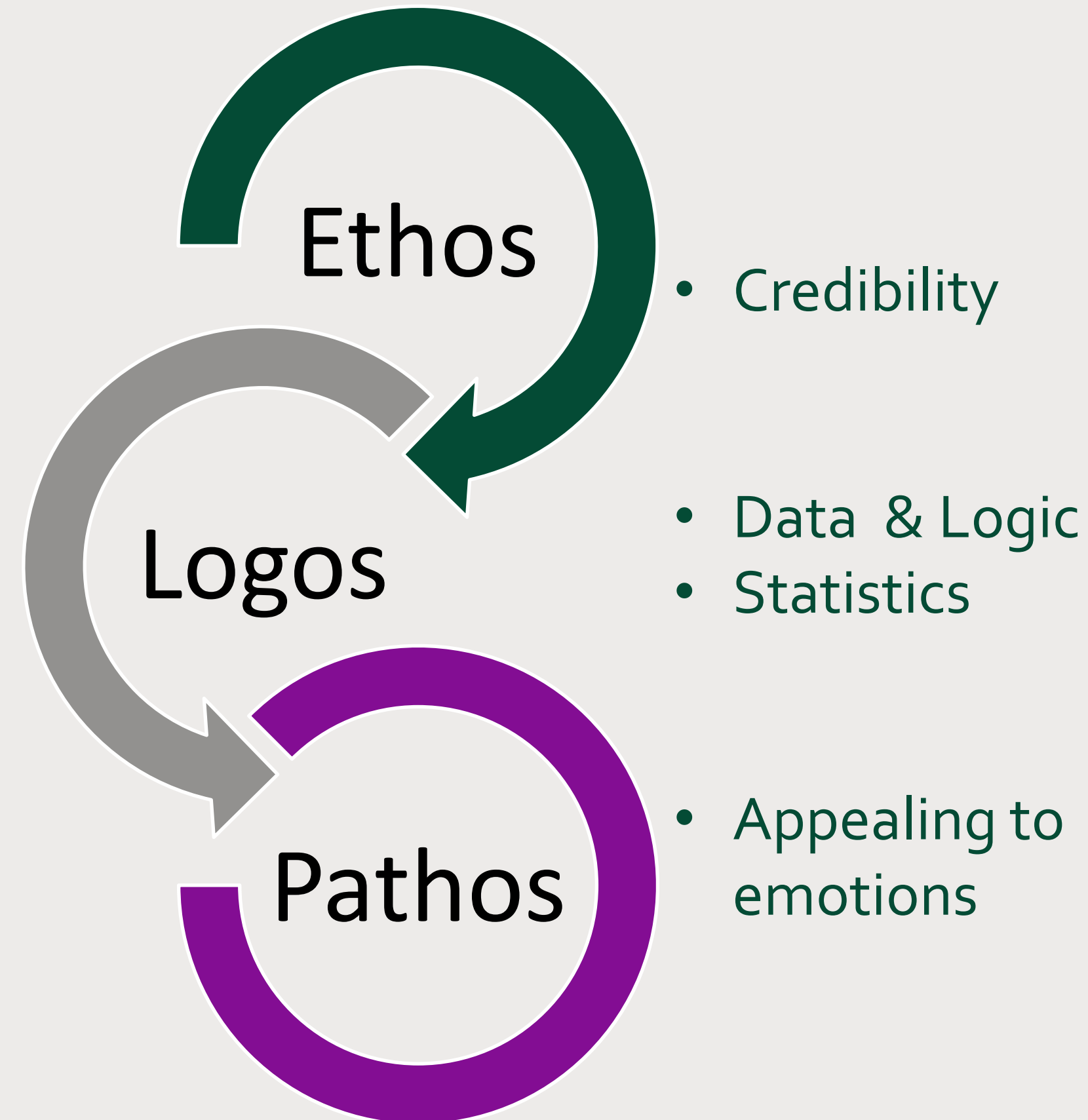
# NON-VERBAL COMMUNICATION



# MODES OF PERSUASION



Aristotle is one of the founding fathers of communication theory.





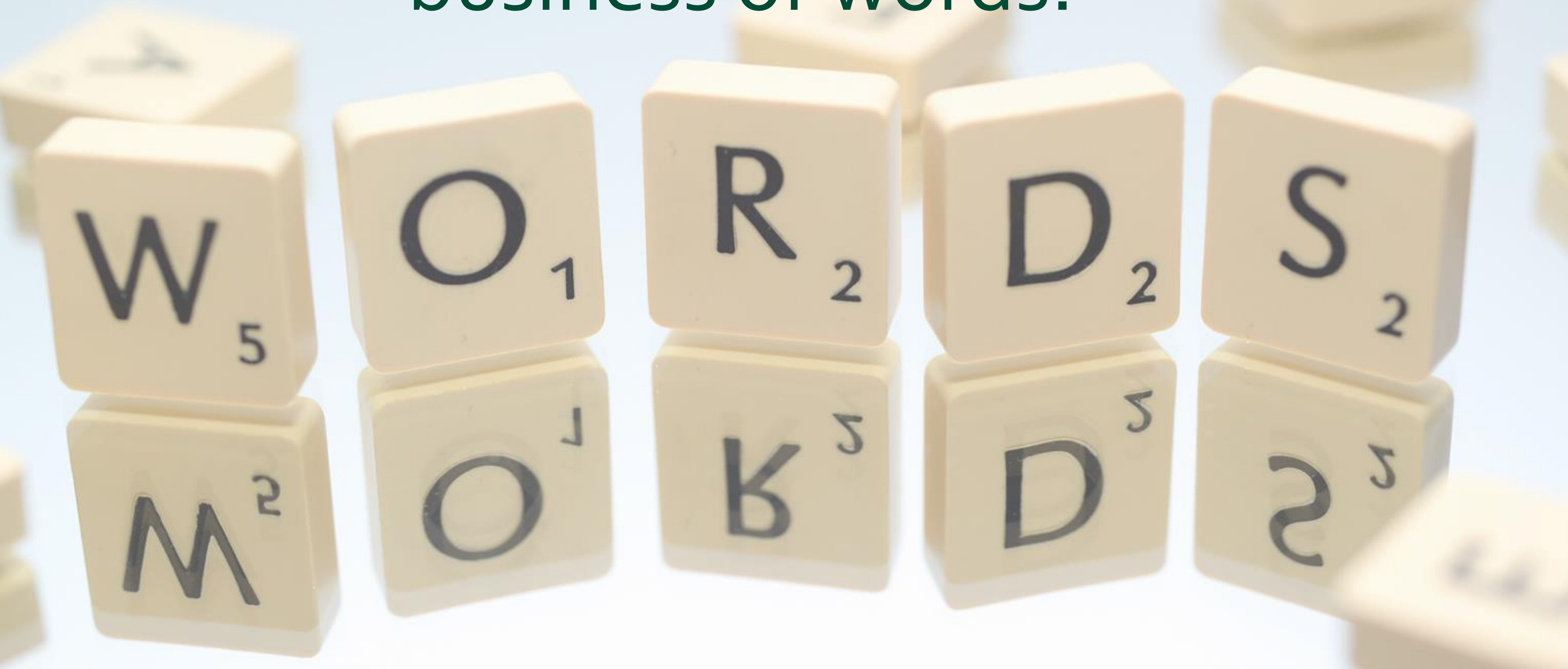
# 10 COMMANDMENTS OF COMMUNICATION

1. Know what you want to say before you say it
2. Keep it simple
3. Use bullet points
4. WIIFM (What's in It For Me?)
5. Don't get bogged down
6. Call to action
7. Edit
8. Spell check
9. Take 10 minutes before hitting send
10. Follow up





“Like it or not, we are all in the  
business of words!”





---

“CONQUER YOURSELF  
AND THE WORLD LIES AT  
YOUR FEET.”

Saint Augustine







# EMOTIONAL INTELLIGENCE AT WORK

Understanding self-awareness increases effectiveness.





# EMOTIONAL INTELLIGENCE

When we recognize our emotions and label them appropriately, we can use this information to guide thinking and behavior, and ultimately manage these emotions to achieve our goals.





Think. Feel. Act.

# SELF-REGULATION PIVOTS

**Time Management**

**Focus on Priorities**

**Control Anger**

**Build Trust**

**Embrace Diversity and Break Stereotypes**

**Calmly Respond to Crises**

**Balance Work/Life**





---

“I’VE LEARNED THAT  
PEOPLE WILL FORGET  
WHAT YOU SAID, PEOPLE  
WILL FORGET WHAT YOU  
DID, BUT PEOPLE WILL  
NEVER FORGET HOW YOU  
MADE THEM FEEL.”

Maya Angelou



# WHEN TALENTS ARE ALIGNED WITH JOB DEMANDS, MANAGERS EXPERIENCE:

- 13% lower employee turnover
- 15% more in sales
- 20% more in profit
- 24% fewer unscheduled absences





# ENGAGEMENT

“An employee putting forth extra discretionary effort, as well as the employee being loyal and remaining with the organization over the long haul.”

(Clifton, 2002)





# THE VALUE OF EMPLOYEE ENGAGEMENT

In the companies that are 'better places to work:'

Millions of small actions, statistically insignificant in isolation, however together:

- created higher customer scores
- reduced absenteeism
- led to fewer accidents
- boosted productivity
- increased creativity

Ultimately accumulating to make a more profitable enterprise.





# 12 ELEMENTS OF ENGAGEMENT



1. "I know what is expected of me at work."
2. "I have the materials and equipment I need to do my work right."
3. "At work, I have the opportunity to do what I do best every day."
4. "In the last seven days, I have received recognition or praise for doing good work."
5. "My supervisor, or someone at work, seems to care about me as a person."
6. "There is someone at work who encourages my development."



# 12 ELEMENTS OF ENGAGEMENT



7. "At work, my opinion counts."
8. "The mission or purpose of my company makes me feel my job is important."
9. "My associates or fellow employees are committed to doing quality work."
10. "I have a best friend at work."
11. "In the last six months, someone at work has talked to me about my progress."
12. "This last year, I have had opportunities at work to learn and grow."



---

“NURTURE YOUR  
MIND WITH GREAT  
THOUGHTS FOR YOU  
WILL NEVER GO ANY  
HIGHER THAN YOU  
THINK.”

Benjamin Disraeli







---

WHEREVER YOU FIND  
EXCELLENCE, YOU WILL  
FIND CONTINUOUS  
LEARNING. THEY GO  
HAND IN HAND.  
WHEREVER YOU FIND  
THAT CONTINUOUS  
LEARNING IS MISSING,  
YOU FIND MEDIOCRITY.

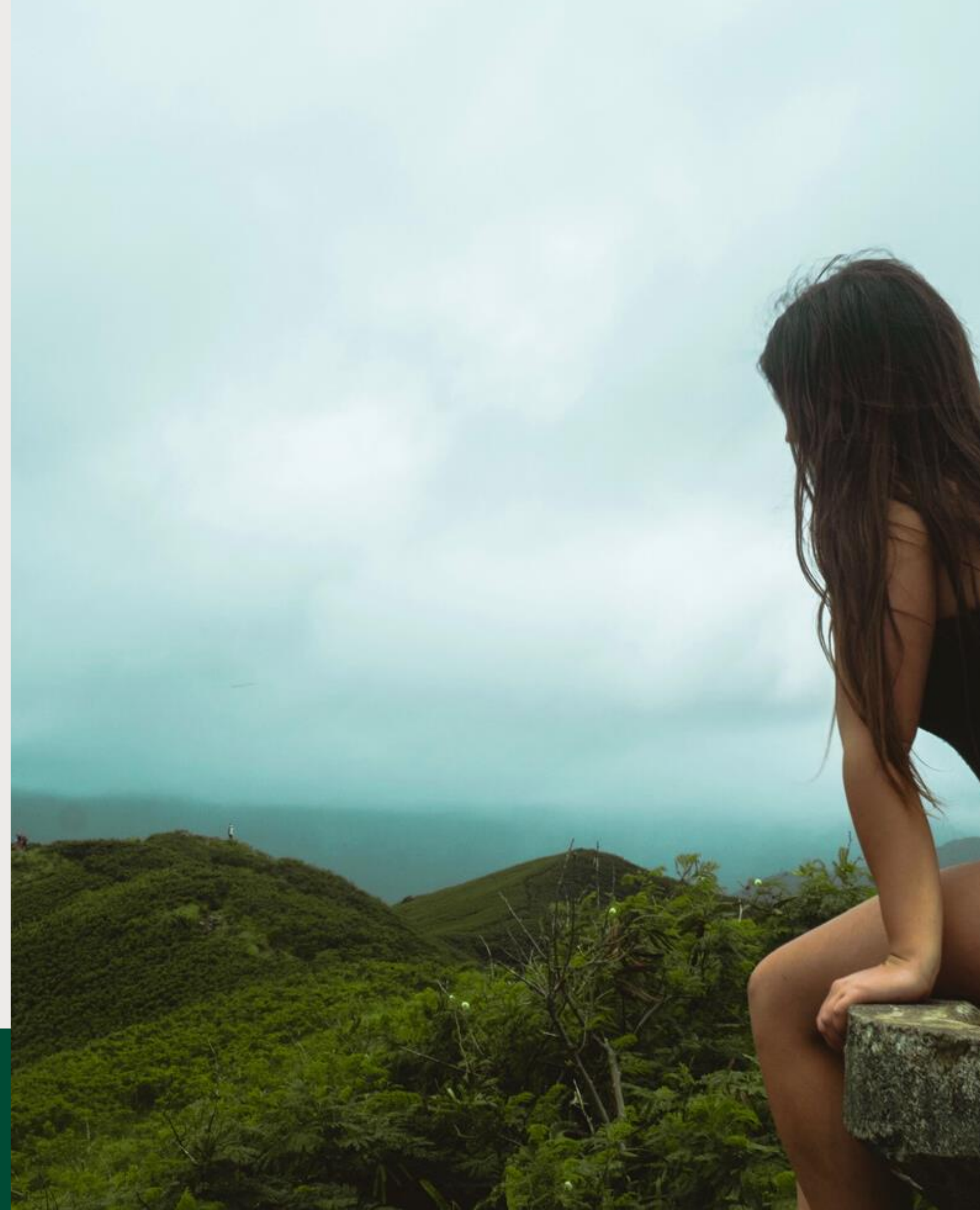
Matthew Kelly





---

WHAT YOU DO TODAY IS  
IMPORTANT BECAUSE  
YOU ARE EXCHANGING  
A DAY OF YOUR LIFE  
FOR IT!



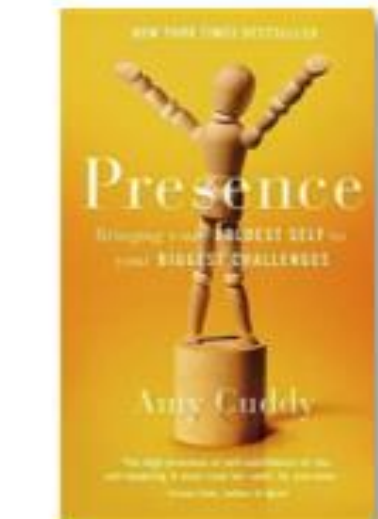
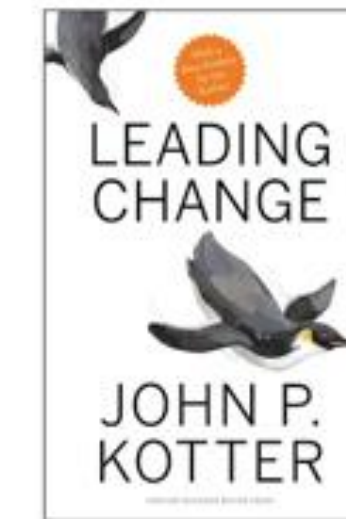
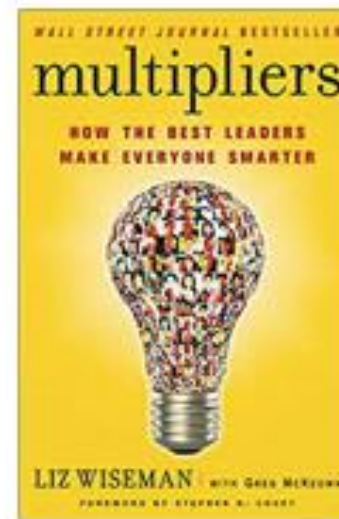
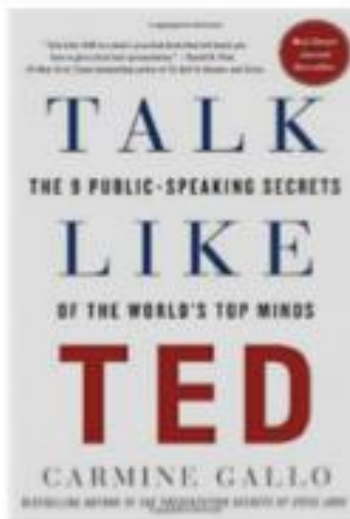
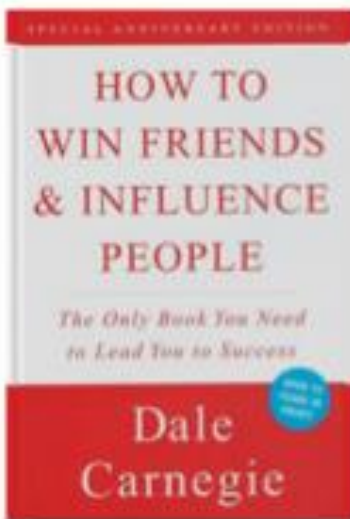
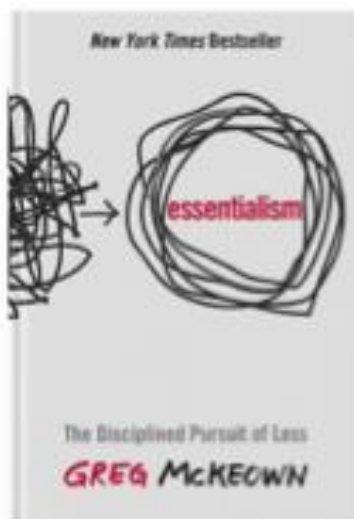
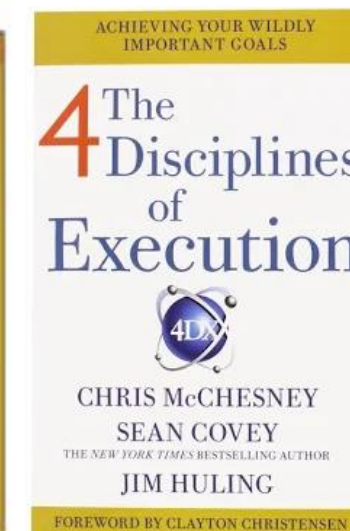
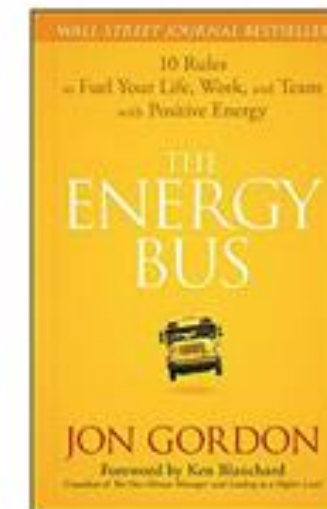
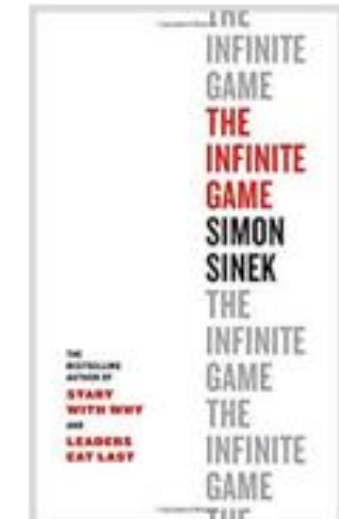
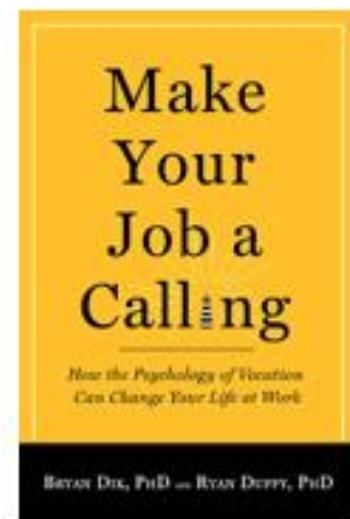
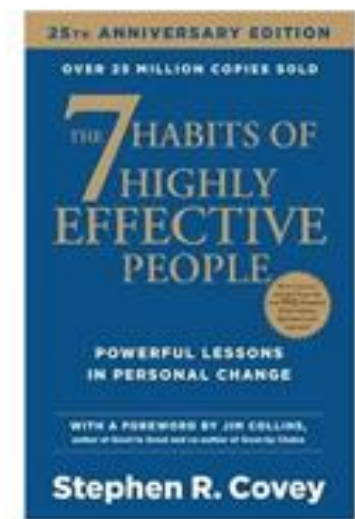
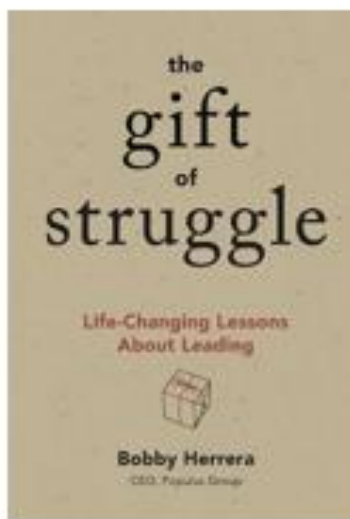
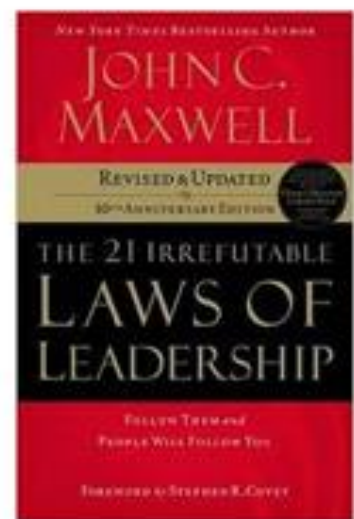
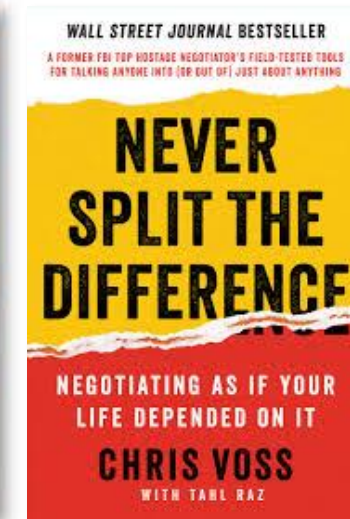
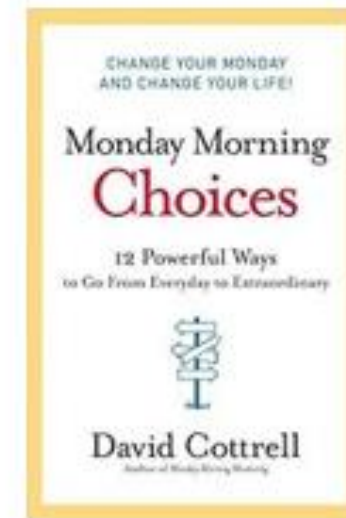
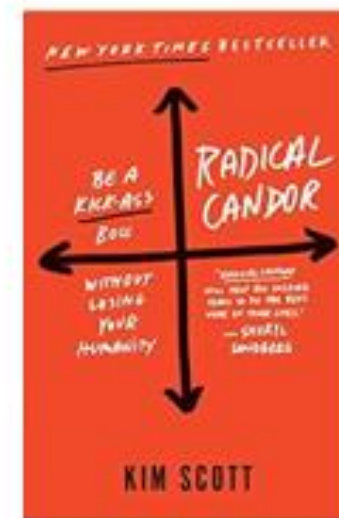
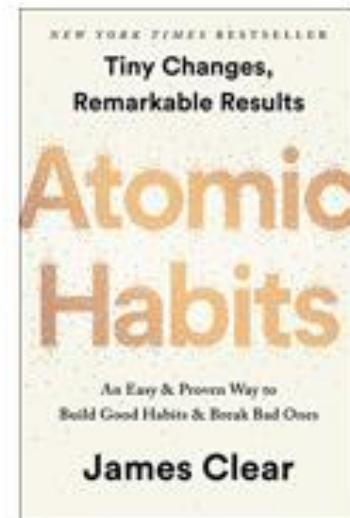
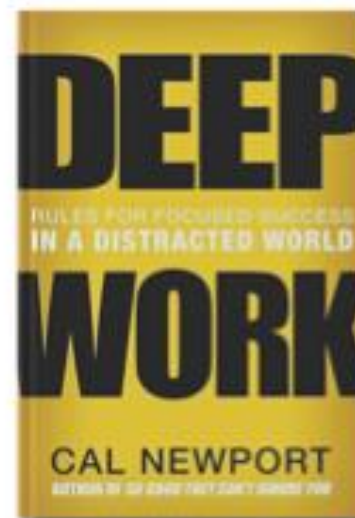
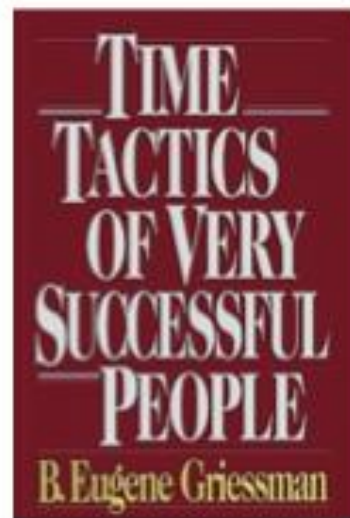
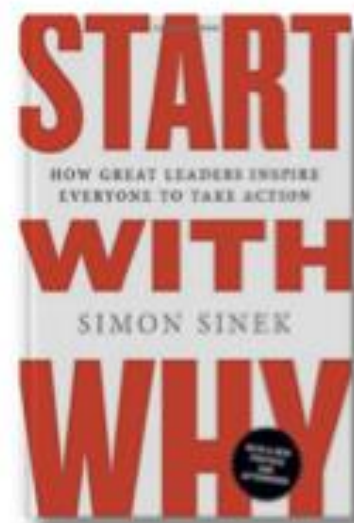




IF INFORMATION GOT YOU RICH,  
ANY LIBRARIAN WOULD BE A BILLIONAIRE.  
IT IS WHAT YOU DO WITH INFORMATION THAT COUNTS!



# WHAT'S YOUR DEFAULT?







# THANK YOU!

## CONNECT WITH ME!

Debbie Phillips, Ph.D., CPM<sup>®</sup>

Debbie@TheQuadrillion.com

404.787.4409



Dr. Debbie Phillips, CPM  
-facebook.com/  
TheQuadrillion1/



@drpsuccess



@drdebbiephillips