

## But, What Does That Mean for Me and Others?

*Who hasn't worked with a difficult employee or questioned their own ability as a leader if the results of the team are not what you want? When external factors, such as the economy, come into play, these questions can loom large. But, instead of "waiting it out" or blaming external sources, this businessman took matters into his own hands and began to be himself, lead himself and lead the members of his team even more effectively.*

*Meet Michael Mowdy, CLU, ChFC, and Agent of State Farm Insurance.*

With an incredible team of three women working alongside him, Mike Mowdy was keenly aware that everyone's skills and contributions mattered. One employee was responsible for life insurance, one specialized in auto, and one handled all the behind-the-scenes details, with Mike focusing on all insurance needs, as well as financial planning matters for his clients. There was a multitude of personality traits and communication which, on many days, in his opinion, could have been better.

His first instinct as the leader of the team was for the people he served, both clients and employees. In fact, this became so much the case that he morphed into a Relater style and began to suppress all his natural Commander abilities. So when a stressful situation occurred, out came the beach ball of stressed-out Commander traits, leaving the True Relater in his office to wonder what she could do better in serving that auto insurance customer and the Entertainer in his office to wonder why she wasn't getting more attention. Organizer, who handled much of the paperwork underwriting analysis for his financial, life, and insurance clients, merely became even more reticent, and uncommunicative. Rather than working together, they were working independently of one another, looking to their own for guidance, but feeling as if they had to figure it out on their own.



have

The  
and  
auto  
quiet,

leader  
it all

The truth was they had to figure it out. Times had changed, business was even more challenging to come by and there had to be a solution. Mike embarked on a process of identifying his own CORE® traits and learned he was indeed a Commander. Who knew? He embraced it and asked each employee to also participate in a CORE® assessment. What he discovered felt like the missing key to unlock the talents of those he led. He modified his employee bonus program to better meet their contributions, modified his marketing approach to meet the preferences of his primary client base, and even embarked on a new style of communication toward.

each employee. When he hired a new team member, because business had become so good with these new found approaches, he asked her to participate in the CORE® Profile process and was able to proactively determine her needs for skills and tasks and how well she would fit the dynamics of this already developed team. Now when there is stress, with a customer or employee, Mike is able to step back and assess how to explain an insurance product, how to mitigate the stress in the office or with the client, and how best to work with his team. They've gone back to being a well oiled machine and working well together and boy, oh boy, business is good!

*Complete these questions at your table with your team and determine how you might be able to apply some of the learned lessons experienced by Mike and his invaluable team of representatives.*

- 1.** Do you work with a team that has different personalities? And does communication on this team always work well? Why or why not? \_\_\_\_\_  
\_\_\_\_\_
- 2.** Are there those in your office that you find it difficult to work with? Are they different or are they difficult and do you take their behavior personally? \_\_\_\_\_  
\_\_\_\_\_
- 3** What are three things you could with the team you work with to make sure that every team member is able to communicate well and is doing that which utilizes their unique gifts, skills and talents?
  - ★ \_\_\_\_\_
  - ★ \_\_\_\_\_
  - ★ \_\_\_\_\_
- 4** What have you learned from Mike Mowdy's experience at his State Farm Agency?  
\_\_\_\_\_  
\_\_\_\_\_

*What have you learned about the value of being the authentic you?*