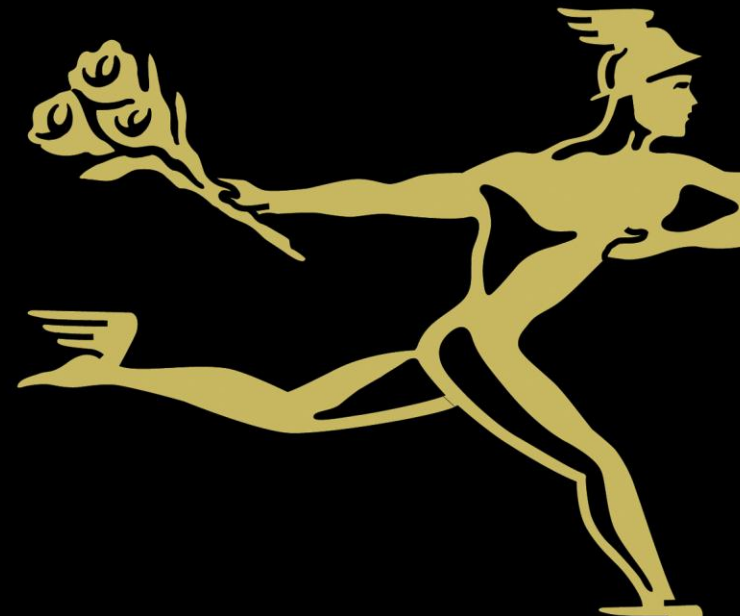


Building Your A-Team

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Challenges

- **Chart Your Course**
 - Spend 1 day a week being the visionary that leads your business to success.
- **Set Goals**
 - Write your Top 10 goals every day for 30 days.
- **Study the Numbers**
 - Spend 2 days a month going over the numbers of your business.



Happy Employees

- Workers rated money as only the 5th most important reason to work for a company when surveyed.
- The number one reason to continue working for a company is to be appreciated for their work.
- They also want to work for a company that is growing and has room for advancement.



Happy Employees

- Employees want a company of high integrity.
- They want a good compensation and benefit package.
- Too often employers only look at wages when trying to reward and/or keep good employees.



Good Work Conditions

- Make sure that your employees have proper tools in good working order.
- Maintain a safe work zone.
- Keep the work zone clean.
 - Floors clean and dry
 - Bathrooms clean
 - Aisles and exits clear of clutter
 - Organized storage rooms & coolers
- No smoking!!!!



Positive Work Environment

- The days of the tyrant boss are over!
 - Employees will not stay if the work environment is hostile.
 - Manage by positive motivation and lead by example.
 - Whatever you doeth, so doeth the staff.
- Make work fun and rewarding for your staff and they will reward you with a hard day's work.
- Treat everyone consistently and maintain your integrity.

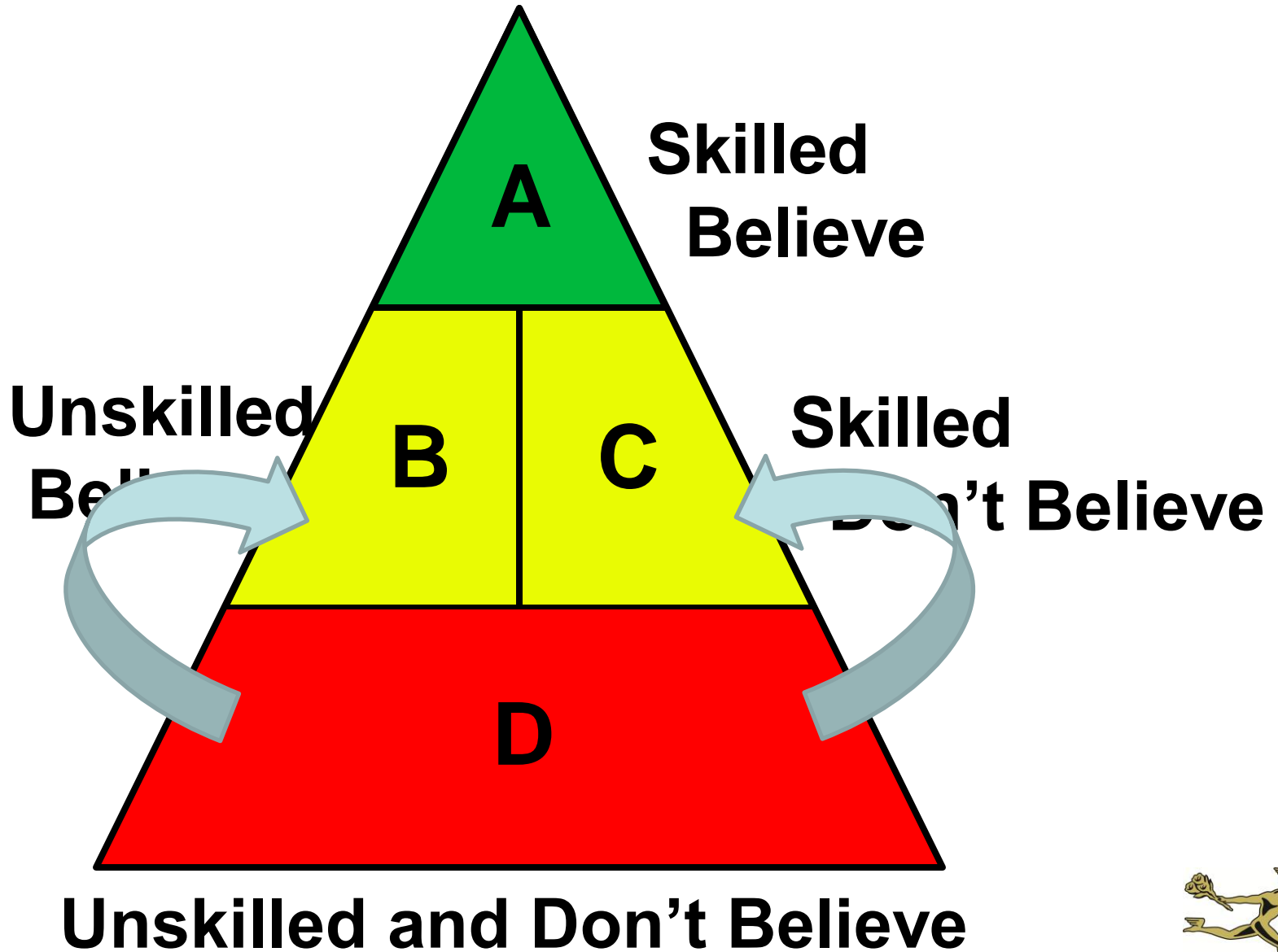


Building Your A-Team

- Share your vision with your employees.
- They must believe in your vision for the company.
- Lead them on the journey.



Building Your A-Team



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Building Your A-Team



Improving Skills

- Educate
 - Send them to classes and trainings, or hold classes in your shop.
- Train
 - Let them practice the skill in a live setting.
- Coach
 - Show them what they need to fix to do better next time.



Building Belief

- Lead by Example
- Create a Culture
 - Employees must be a part of creating the culture.
 - Uncover the underlying causes of poor attitudes.
- Empower your Employees

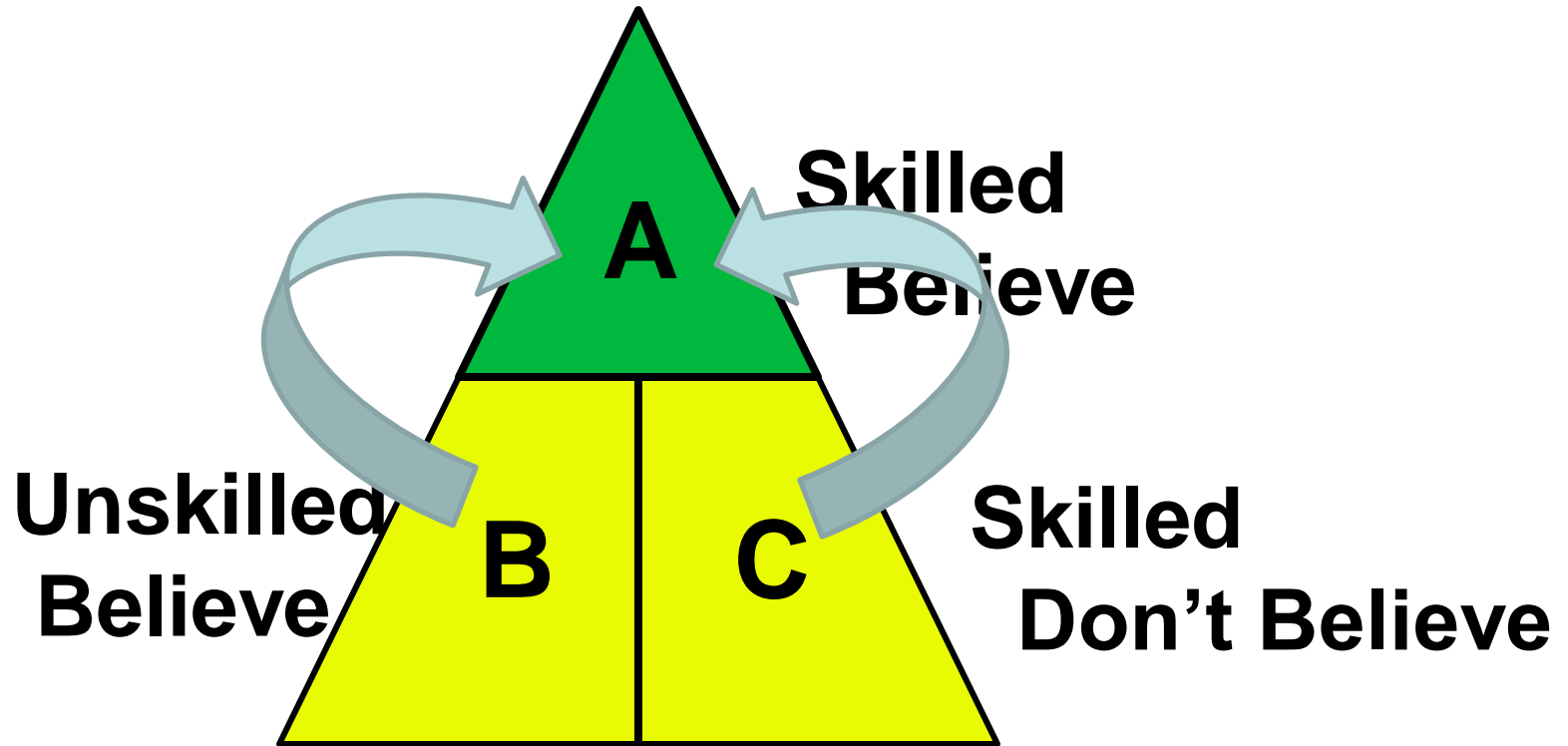


Empowering Employees

- Give them the authority to handle everyday issues without approval from management.
- Examples
 - Offer small discounts to customers.
 - Offer to replace flowers that did not last.
 - Change window or other displays.
- Empowering employees makes them feel like they are a part of the business. The right people won't let you down.



Building Your A-Team



Building Your A-Team



Building Your A-Team



Payroll

- Payroll costs should not exceed 35% of inventory sales, whether paid by the hour or on a commission basis.
- This includes sub-contract and casual labor.



Payroll

Payroll can be further broken down

Sales & Admin	5%
Design & Processing	15%
Delivery	5%
<u>Officers/Owners</u>	<u>10%</u>
Total:	<u>35%</u>

Know what your payroll percentages really are.

Gross Payroll Dollars/Inventory Sales = %

Benefits are generally 12% – 14% of gross pay.



Ideas to Motivate Employees

- **Contests and Small Rewards**
 - Motivate and have fun with small rewards and contests.
- **Education & Training**
 - Training is a benefit for the employee that pays dividends to the shop.
- **Thank Your Employees**
 - A written or verbal thank you will make your employee's day.
- **Celebrate Birthdays**
 - Just a simple cake and “Happy Birthday” is all it takes to inspire and motivate.



Ideas to Motivate Employees

- Listen to Employee Ideas
 - They work in the trenches every day.
- Reward Effort not just Success
 - Reward and praise all ideas, especially if they don't work, or you will never get another one.
- Publicize their Success
 - Praise them publicly in your employee newsletter, maybe even the local newspaper if appropriate.
- Employee of the Month
 - Done to death? Maybe, but there is a reason!



The Results

If you do all of these things...

You will have your A-Team!





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Questions???

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