Going to the Finals
Leading Your Team to Success
Presenters

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Who We Are

RECEIVABLES MANAGEMENT PARTNERS

We are:

• 340 dedicated employees located in call centers throughout the Midwest and Texas…

• using over 215 years of cumulative operating experience…

• to serve over 100 hospitals and 4,500 physician groups across the country.
One Shining Moment
The REAL Shining Moment
Leadership

Proven principles that work

• Passion
• Discipline them, love them
• Servant leadership
• Vision casting
Passion

Like a bulldog on a pork chop
Passion

Figure out what you are passionate about enough to outwork everyone else in the world, because 90% of success in life is a direct result of how much effort you are willing to put forth.
Passion

The trick is you have to be honest with yourself about what you are passionate about.
Discipline Them, Love Them

Discipline Them

• Hold people accountable for results
• Frequent feedback about performance
  • Annual review should not be a surprise
  • Make it matter of fact
Discipline Them, Love Them

Love them

• Love is a verb…show your teammates you care
• “People don’t care how much you know until they know how much you care.” - John C. Maxwell
• Ask about family, not business
Discipline Them, Love Them

Love them (continued)

- Be willing to be yourself
- "It's better to be who you are. Turns out people like you best that way, anyway." - Big Bird
Servant Leadership

A shepherd is a great example of servant leadership. A shepherd:

• is genuine
• is consistent when serving
• has authentic relationships
• knows their flocks and their flocks know them
• is trusted completely
• puts it all on the line for the people they lead
Vision Casting

“I have a dream…” Do you?

Without clear vision, people will follow their own.
Vision Casting

All inspiring visions include these components:

- Forward looking – exciting possibilities
- Image – mental picture through descriptive language
- Higher standards to aspire towards
- Shared common good
- Be unique
Building Your Team

C.A.R.E.

Character
Attitude
Respect
Enthusiasm
Character

• Character and values are foundational to success and do not EVER change
• Values must be emphasized and rewarded in your organization
RMP Values

Do the right thing 100% of the time

• We believe…
  • in being a team and a family.
  • in creating a work atmosphere that reflects family values.
  • in having a positive attitude. No excuses.
  • in treating others as we would want to be treated.
  • in competing in our industry with honor and integrity.
RMP Mission

• Balance among our primary stakeholders
  • Employees
  • Clients
  • Company

• Built for the long term

• “Do what you wish you would have done 25 years from now.”
  - J. Irwin Miller
RMP Decision Making

• Ethical Decisions
  • A choice between right and wrong
  • Do the right thing 100% of the time

• Dilemmas
  • A choice between two rights
  • Look for Win Wins
  • Use the “Three Legged Stool”
Attitude

- Believe you can win
Attitude Of Heart

Attitude is all about what we choose

- Requires sacrifice
- Our actions will match our attitude
- Choose to rise above circumstances
Respect

[ri-spect] – verb: to feel or show regard for

• At the heart of respect is caring
• How do you touch people you’ve never met
• Who you are when no one is looking reveals your character
Enthusiasm

Enthusiasm = Effort
Enthusiasm
Team Building

How do we build a great team?

- Hiring
- Firing
- Reward
- Celebrate
Hiring

- Character over talent
- Longevity equals commitment
- 2\textsuperscript{nd} interviews
- Compare notes
- Look for clues of a job hopper
- Don’t ignore the data
Firing

• Get rid of the bad apples, the good ones will thank you for it
• Short term pain, long term gain

• What are you doing to retain the top 20% of your employees?
• What are you doing to improve / remove the bottom 20%?
Reward

• Reward effort and attitude in addition to results
• The Servant’s Heart
Celebrate

• Celebrate the wins
• Tell war stories
The Death Crawl
Imagine...what can we be as a team, when we don’t put limits on ourselves?
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Resources

- *They Smell Like Sheep* by Lynn Anderson
- *Leadership Challenge* by Kouzes & Posner
- *Discipline Them, Love Them* by Betty N. Chase
- *The Bible*
- *The Seven Habits of Highly Effective People* by Stephen R. Covey
- *Good to Great* by Jim Collins
- *Who Moved My Cheese?* by Spencer Johnson & Kenneth Blanchard
- *212 Degrees: The Extra Degree* by Sam Parker and Mac Anderson
- [www.coachwooden.com](http://www.coachwooden.com)