



EVIL CO-WORKER REPELLANT

THE GREAT RESIGNATION!
ATTRACTING & RETAINING EMPLOYEES IN THE 21st CENTURY
 by
 Scott Warrick, JD, MLHR, CEQC, SCP
 www.scottwarrick.com

1




Sign Up For Scott's FREE LUNCH & LEARNS



www.scottwarrick.com
amazon

2



WHY ARE WE HERE?

scottwarrick.com © 2021


3

Has The World Changed?



scottwarrick.com © 2021

4



I was born in 1960.

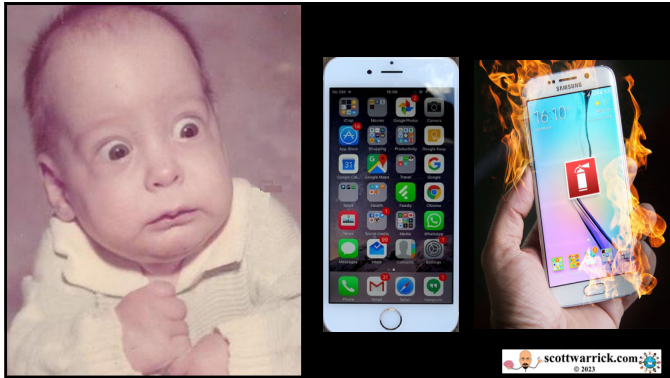
scottwarrick.com © 2021

5

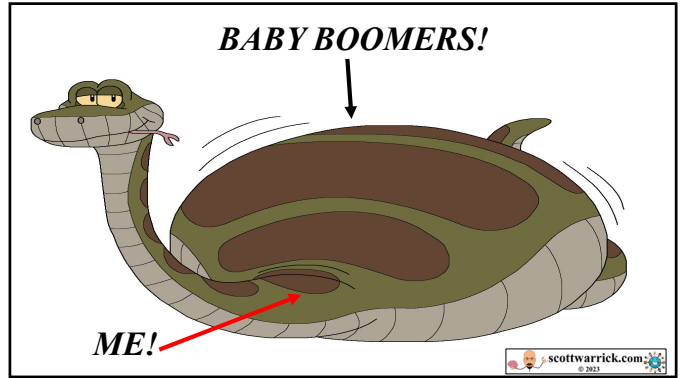



scottwarrick.com © 2021

6



7



8

11 Million Jobs Open In the U.S.

5.7 Million Unemployed Workers In the U.S.

That is 1.7 open jobs for every unemployed person.

April 2023
<https://www.bls.gov/news.release/jolts.nr0.htm>; <https://www.bls.gov/news.release/empsit.nr0.htm>

9

THREE WORKER REVOLUTIONS

Industrial

Information

Social

10

THREE WORKER REVOLUTIONS

Industrial

Your Grandparents Took A Job To Survive.

They would stay in a job even if they were abused. Opportunities were less available.

11

THREE WORKER REVOLUTIONS

Parents Took Care Of Survival.

Information

So, this workforce went to work to improve their standard of living and to learn.


12

THREE WORKER REVOLUTIONS

Parents Took Care Of Survival and Standard of Living.

Today, workers can get all the information they need online and jobs are plentiful. They want ...

Quality of Life!
Quality of Job!
Quality of Employer!



Sergey Brinn Larry Page

Social

scottwarrick.com © 2011

13

THREE WORKER REVOLUTIONS







Industrial Information Social

scottwarrick.com © 2011

14

ATTRACTION & RETENTION

External Market & Internal Market







scottwarrick.com © 2011

15

STRATEGY of BALANCED REWARDS

Socialization "Rewards" **Compensation & Benefit "Rewards"** **Job "Rewards"**




33% + 33% + 33% = 100%

scottwarrick.com © 2011

16

STRATEGY of BALANCED REWARDS

Socialization "Rewards" **Compensation & Benefit "Rewards"** **Job "Rewards"**




37.5% + 25% + 37.5% = 100%

scottwarrick.com © 2011

17

STRATEGY of BALANCED REWARDS

Socialization "Rewards" **Compensation & Benefit "Rewards"** **Job "Rewards"**

23% + 53% + 23% = 100%

scottwarrick.com © 2011

18

\$90/hr?

Gen-Zers Will NOT Work For You If It Is **UNSAFE!**

scottwarrick.com © 2011

19

Gallup Poll:
America's Way of Managing Employees is 30 Years Out Of Date.

scottwarrick.com © 2011

20

SOCIALIZATION

scottwarrick.com © 2011

21

STRATEGY of BALANCED REWARDS

<p>Socialization "Rewards"</p> <p>33%</p>	+	<p>Compensation & Benefit "Rewards"</p> <p>33%</p>	+	<p>Job "Rewards"</p> <p>33%</p>	=
100%					

scottwarrick.com © 2011

22

DEFINING CULTURE

"Culture"

A Set Of Values That Govern You.

scottwarrick.com © 2011

23

TRANSFORMATION Begins With A Change In Culture

Johnny C. Taylor, Jr., SHRM-SCP
President & Chief Executive Officer, SHRM

More Job Applicants Google an Employer's CULTURE & VALUES Than PAY SCALES

scottwarrick.com © 2011

24

NORDSTROM

VS.


Walmart

What Are Their Cultures?

scottwarrick.com © 2023

25

NORDSTROM



scottwarrick.com © 2023

26

NORDSTROM



Ted DiNunzio

scottwarrick.com © 2023

27



scottwarrick.com © 2023

28

Walmart

Customer: "DO YOU WORK HERE?"
Me:



"Get Your Plastic Crap And Get Out."

scottwarrick.com © 2023

29

What Is Your Culture?

NORDSTROM



Walmart

scottwarrick.com © 2023

30



31



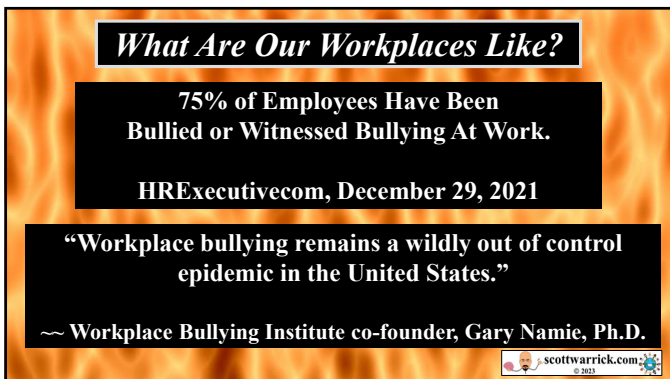
32



33



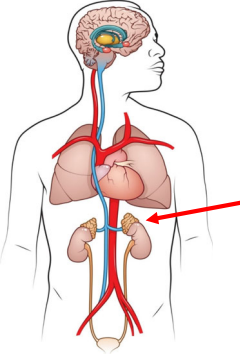
34



35



36



FIGHT OR FLIGHT


Adrenal Glands sit on top of our kidneys.

We then get that “tight knot” in our “gut.”

THAT is flooding your body with high levels of adrenaline and cortisol.

scottwarrick.com © 2021

37



80% of all doctor’s visits are **STRESS-RELATED**

Chronic neck and back pain
Gastrointestinal disorders
Headaches
Insomnia
Sexually dysfunctional

Dr. Ronald Siegel, Psy.D.
Harvard Medical School

scottwarrick.com © 2021

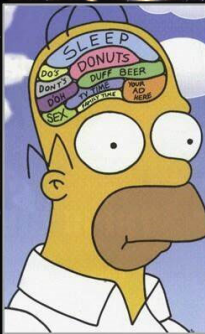
38



INTERpersonal distress is **3 times worse** than **IM**personal distress.

scottwarrick.com © 2021


39



20% of everything in your blood goes to your **BRAIN!**

scottwarrick.com © 2021

40



Smoking has a mortality factor of 1.6.

So, if you smoke, you have increased your chance of pre-mature death by .6, or 60%.

Chronic on-going distress has a mortality factor of 2.

That means chronic on-going distress is 40% worse than smoking!

scottwarrick.com © 2021

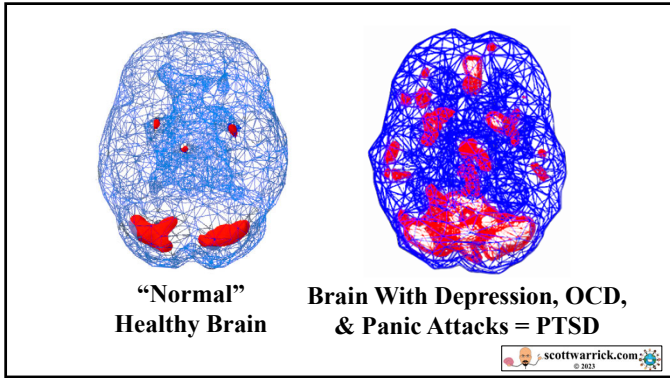
41



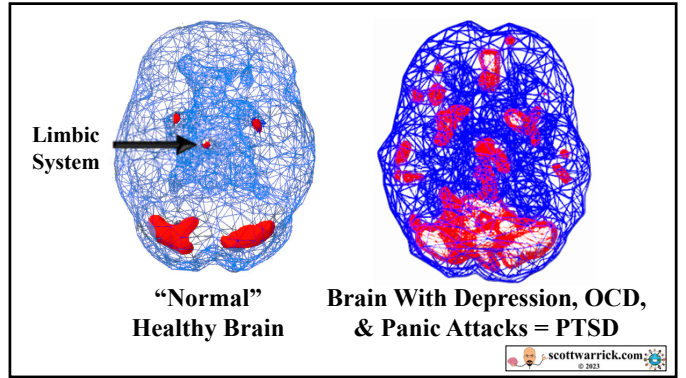
Can Bullying Damage Your Brain?

scottwarrick.com © 2021

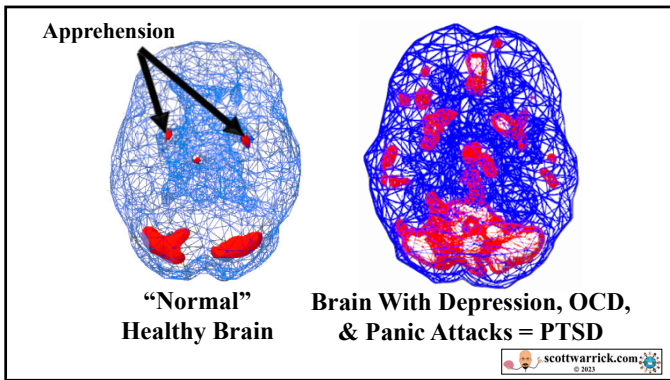
42



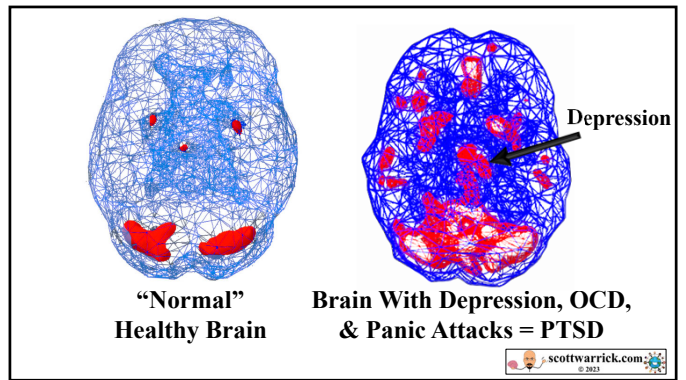
43



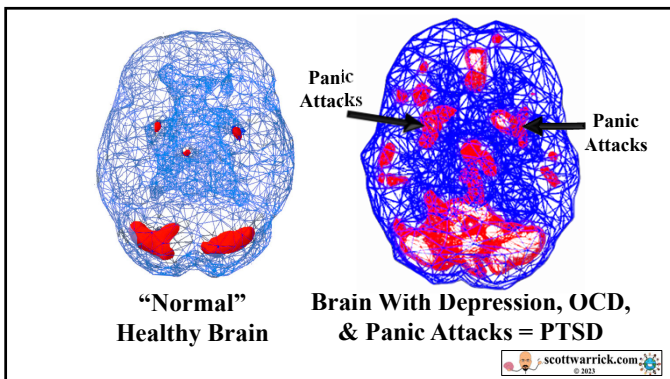
44



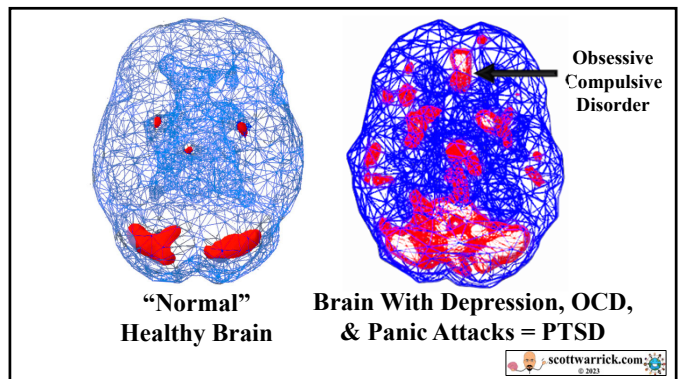
45



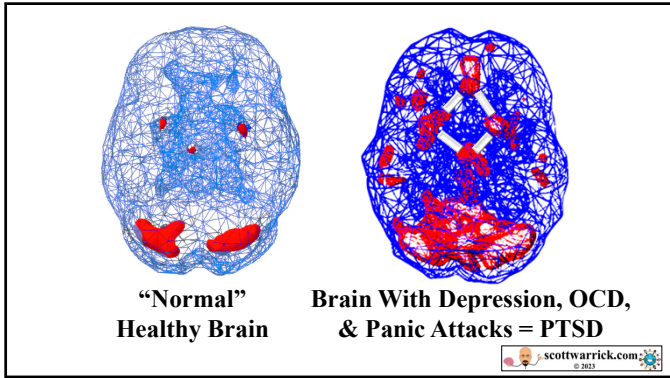
46



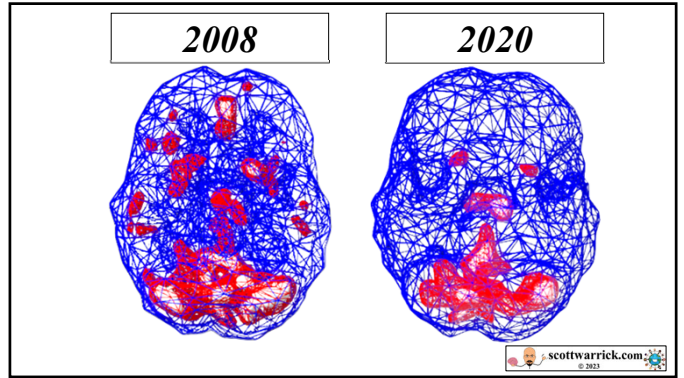
47



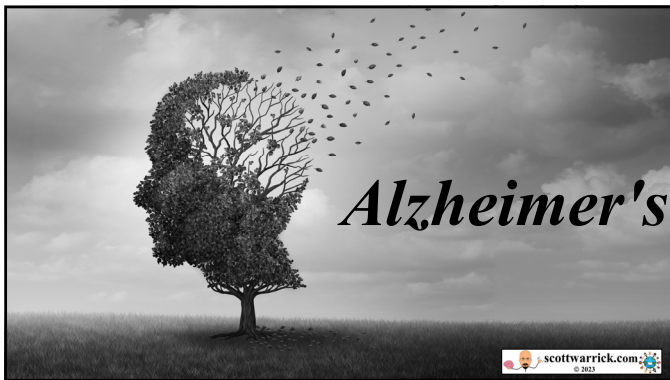
48



49



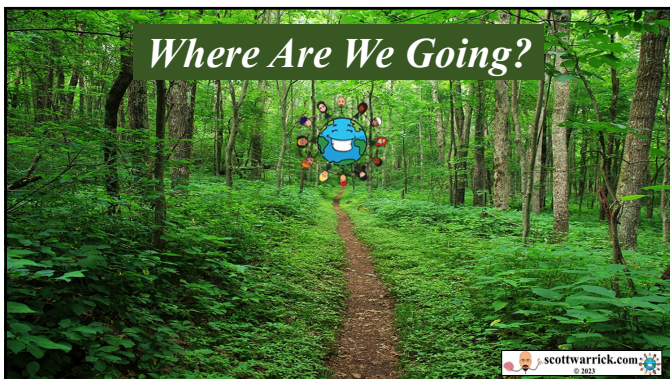
50



51



52



53



54

Trust Will ALWAYS Change



55



Gen-Zers Will NOT Work For You If It Is UNSAFE!



56

Blanchard Valley Medical Associates



2% Open Vacancies



57

Ohio District 5 Area Agency on Aging, Inc.

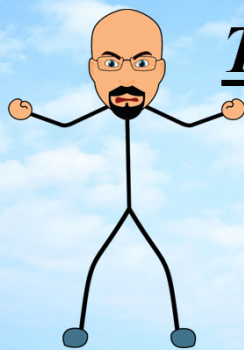


5% Open Vacancies



58

TRUST TEST



Is It
SAFE
To Disagree
In Your Culture?



59

Combine ...

*Bullying,
Harassment,
DEI/Tolerance
&
Brain Health!*



60


BULLYING
(Unwelcome & Offensive)

vs.


HARASSMENT
(Illegal)



61




**2016 EEOC
GUIDELINES FOR
HARASSMENT
TRAINING**




62

The EEOC's 2016 Harassment Training Guidelines



TOLERANCE
CONFLICT RESOLUTION
DEFINE "BULLYING"
BYSTANDER INTERVENTION
SOCIAL MEDIA



63

Is YOUR Harassment Training Up To Date?





TOLERANCE
CONFLICT RESOLUTION
DEFINE "BULLYING"
BYSTANDER INTERVENTION
SOCIAL MEDIA




64

Diagnostic Diamond





"Hit King"
Failed 70%
of the time




65

EMOTIONAL INTELLIGENCE

*Can You Control Your
EGO & EMOTIONS?*

66




Are You Dealing With The GOSSIPERS & BULLIES?

"Hey, Durk! ... New roommate, Durk! ... New roommate! ... Friend, Durk! ... Friend! ..."

scottwarrick.com © 2023

67

Three Pitching Styles



Attackers Honest Respectful Communicators Retreaters

scottwarrick.com © 2023

68

Three Pitching Styles




Attackers Honest Respectful Communicators Retreaters

scottwarrick.com © 2023

69

Diagnostic Diamond



$EI + EPR = \text{VERBAL JEET}$
EPR
 Empathic Listening, Parrotting & "Rewards"
Emotional Intelligence
 Tolerance
 No Retreating or Attacking Intervention
Team
 Everyone is focused on the same goals.
Trust
 Is it Safe?
 "Hit King" Failed 70% of the time

scottwarrick.com © 2023

70

What Is TOLERANCE?

NOT

Persecuting Those Who Are Different!



scottwarrick.com © 2023

71

TOLERANCE... IS NOT ACCEPTANCE

scottwarrick.com © 2023

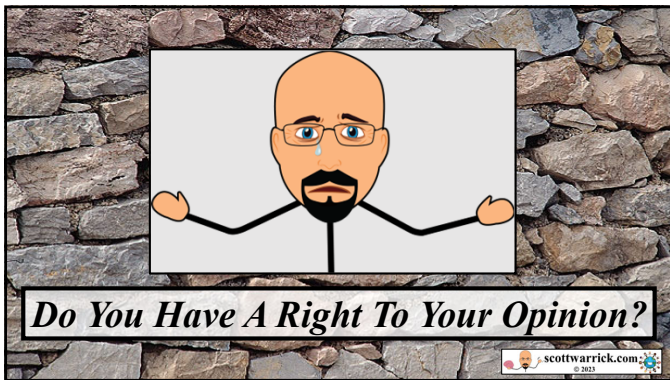
72



73



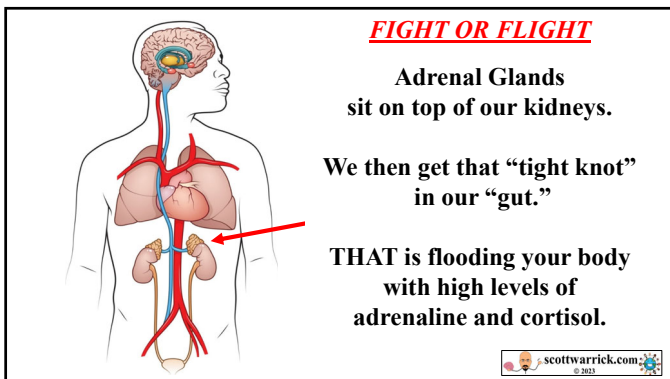
74



75



76




77



78

175




Temporarily Autistic

You need to go away for at least the rest of the day.

Dr. Keith Payne,
Professor of Psychology
and Neuroscience at the
University of North
Carolina

scottwarrick.com © 2021

79



How TOLERANT Are You?

scottwarrick.com © 2021

80



EPR
Empathic Listening, Parroting & "Rewards"

"HOW CAN I HELP YOU?"

scottwarrick.com © 2021

81




How TOLERANT Are You?

Are You Making It SAFE?

Coach and Correct

scottwarrick.com © 2021

82



You Build Trust Through Conflict

scottwarrick.com © 2021

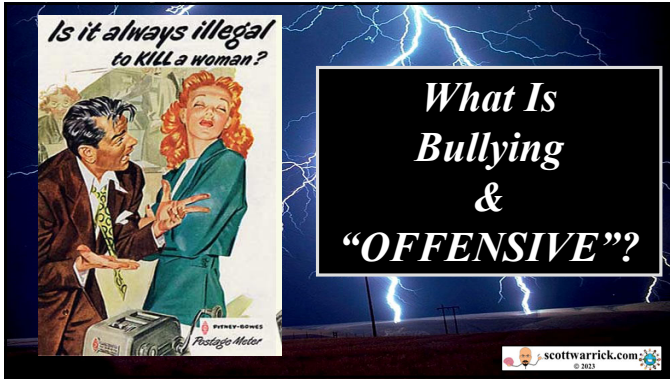
83



Will anyone work for you?

scottwarrick.com © 2021

84



85



86



87



88



89



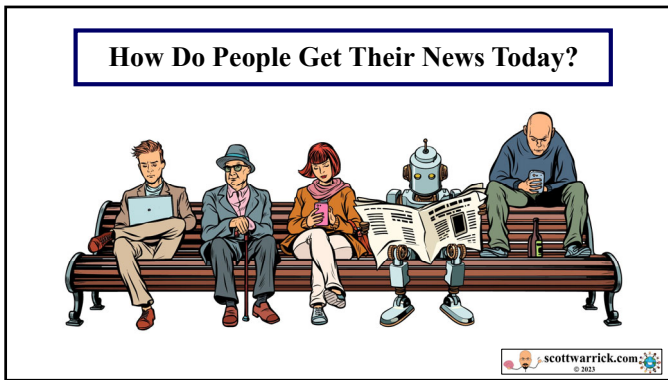
90



91



92



93



94



95



96

**Will Employees Write Reviews?
What Will They Write?**

glassdoor.com indeed

scottwarrick.com © 2021

97

boast <https://boast.io/home2/>

Home Solutions Services Resources Events Support Partners About Us

What They're Saying
We get you back to doing the job you dreamed of - helping people

Outstanding Customer Service from Mike

Mike McFarland is excellent at troubleshooting Alerts! Without his knowledge and help, Alerts would still not be running. Our IT partners could not resolve but Mike did! His response time is quick and he is very patient! Thanks Mike!

Mary J. 11/25/2020

Save Time & Resources with David

David created a programming solution for an HRMS payroll problem that saved us time and resources. We were wasting hours of time reallocating GL expenses because of how Sage HRMS dictates account structure. David created a programming solution in one hour! He is great to work with.

Mary H. 3/4/2021

scottwarrick.com © 2021

98

boast

<https://boast.io/home2/>

★★★★★

Consulting team, easy to work with

The Delphia consulting team was very easy to work with. They assigned us a project manager. We could not have asked for anyone to be more responsive to our needs and to make sure that all our data was moved from our old system as smoothly as possible. We were processing our payroll on our old Sage Abra system one week. The next week, all the information was moved over right into the new HRMS product.

Keith, C. 10/14/2020

scottwarrick.com © 2021

99

“Check Us Out On _____”

scottwarrick.com © 2021

100

**What Does
SOCIAL
MEDIA
Say About
YOU?**

scottwarrick.com © 2021

101

CLEAN WORK SPACE?

scottwarrick.com © 2021

102



Are You Creating A Fun & Positive Workplace?



103



SNACKS



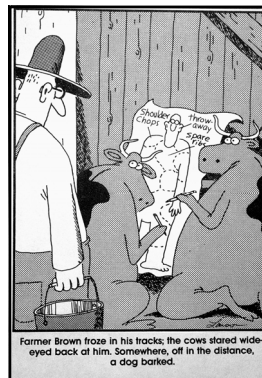
104



Birthday Off?



105



WHAT WILL CO-WORKERS TELL THE NEW EMPLOYEE?

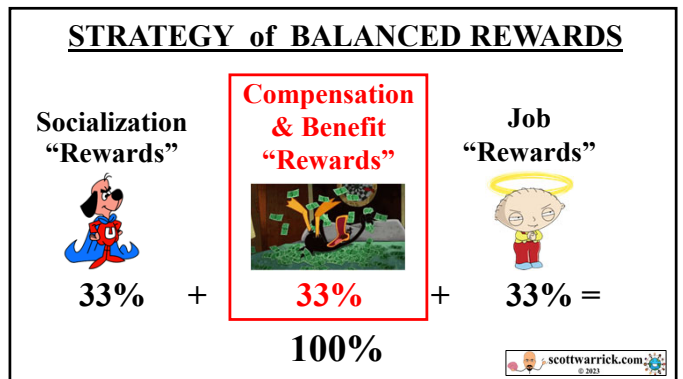
Farmer Brown froze in his tracks; the cows stared wide-eyed back at him. Somewhere, off in the distance, a dog barked.



106



107



108



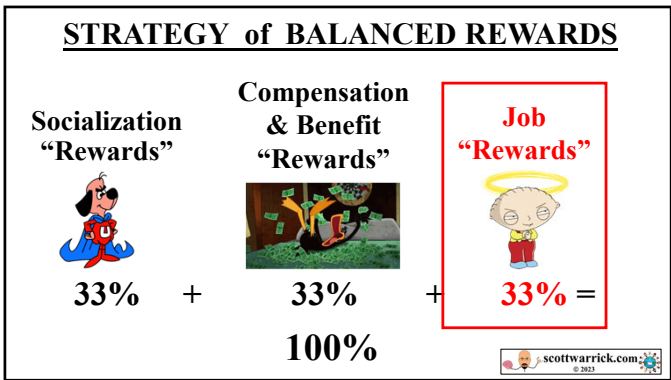
109



110



111



112



113



114



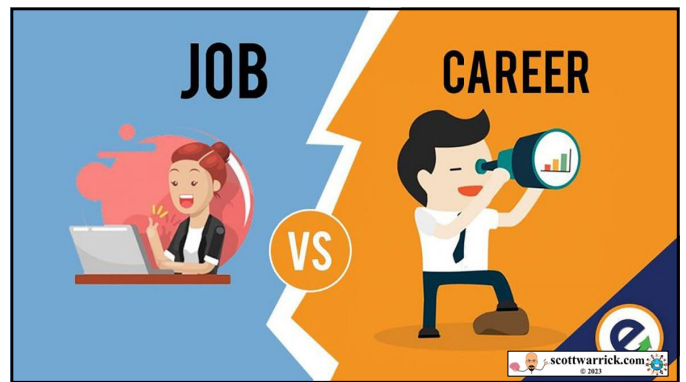
115



116



117



118



119



120

SKILL #2

**“Discrimination Is Legal
And You Have To Treat
Similarly Situated
People The Same.”**



121



Are All Of Your Jobs The Same?




122

Discrimination Is Legal ...





123

Discrimination Is Legal ...



Every additional an inch of height someone has is worth \$789 a year in salary. In other words, a person who is six feet tall with identical credentials and demographics to someone who is five foot five inches tall will make on average \$5,523.00 more per year.



124

Flexible Work Hours

BUSINESS HOURS

WE'RE OPEN

Most days about 9 or 10. Occasionally as early as 7, but some days as late as 12 or 1.

WE'RE CLOSED

About 5:30 or 6. Occasionally about 4 or 5, but sometimes as late as 11 or 12.

Somedays or afternoons we aren't here at all, and lately we've been here just about all the time, except when we're someplace else, but we should be here then, too.



125



Telecommuting



126

Time Off

When they don't approve your day off request but you got FMLA



scottwarrick.com © 2013

127

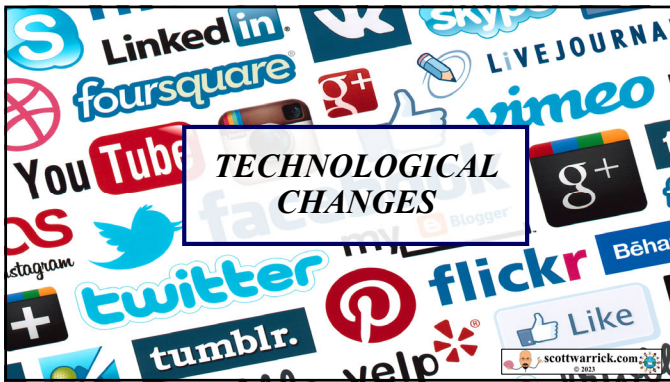
APPLICATION & INTERVIEWING



scottwarrick.com © 2013

128

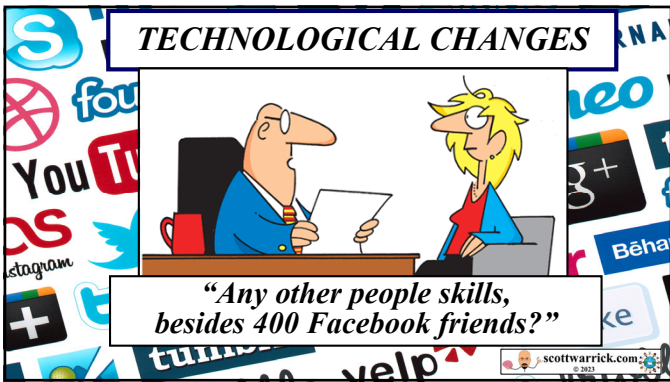
TECHNOLOGICAL CHANGES



scottwarrick.com © 2013

129

TECHNOLOGICAL CHANGES



scottwarrick.com © 2013

130

TECHNOLOGICAL CHANGES



Martin Cooper

scottwarrick.com © 2013

131

TECHNOLOGICAL CHANGES



Martin Cooper

scottwarrick.com © 2013

132

TECHNOLOGICAL CHANGES RNA



Employment Application

APPLY ONLINE

*No More Than
5 to 10 Minutes To Complete
Be Able To SAVE*

Martin Cooper

scottwarrick.com © 2021

133

TECHNOLOGICAL CHANGES RNA



*Recruit and Communicate
SNAPCHAT*



SnapChat

Martin Cooper

scottwarrick.com © 2021

134

INTERVIEWING & ORIENTATION

Employee Orientation Begins At The INTERVIEW!

Ask Questions Regarding Emotional Intelligence

Describe The Culture: "SAFE"

How Flexible Is The Organization?

Use RFP: Realistic Job Preview

Take On Tour

scottwarrick.com © 2021

135

Emotional Intelligence Behavioral Questions

Conflict Resolution Skills – Co-Worker

a) Tell me about a time when you had a conflict with a co-worker. What was it about, how did you handle the situation and what was the final result?

(1) Is there anything you would now do differently?

(2) What if we called your former supervisor or co-workers and asked them about this instance? What would they tell us?

scottwarrick.com © 2021

136

Emotional Intelligence Behavioral Questions

Emotional Control

a) Tell me about a time when you were really upset at work. What was it about, how did you handle the situation and what was the final result?

(1) Is there anything you would now do differently?

(2) What if we called your former supervisor or co-workers and asked them about this instance? What would they tell us?

scottwarrick.com © 2021

137

Emotional Intelligence Behavioral Questions

Managing Multiple Priorities

a) Describe to me how you organize your day.

b) We have all had an occasion when we were working on something that just "fell through the cracks" and did not get done. Can you think of an instance where this has happened to you? How did you handle it and what was the result?

(1) Is there anything you would now do differently?

c) If not, what would you do if I gave you a project that needed to be done in two days, another manager gave you another that needed to be done in two days, and a third manager gave you a project due by the end of the day?

scottwarrick.com © 2021

138

Emotional Intelligence Behavioral Questions

Coaching

- a) Tell me about a time when you were making some mistakes at work and someone talked to you about it. What was happening, how did you handle the advice and what was the final result?
- (1) Is there anything you would now do differently?
 - (2) What if we called your former supervisor or co-workers and asked them about this instance? What would they tell us?



139

Emotional Intelligence Behavioral Questions

Flexibility

- a) Describe to me a specific instance where you had your plans at work changed by your supervisor or a co-worker that disrupted your agenda. What was your reaction and what was the result?
- (1) Is there anything you would now do differently?
 - (2) What if we called your former supervisor or co-workers and asked them about this instance? What would they tell us?



140

INTERVIEWING & ORIENTATION

Employee Orientation Begins At The INTERVIEW!

Ask Questions Regarding Emotional Intelligence

Describe The Culture: "SAFE"

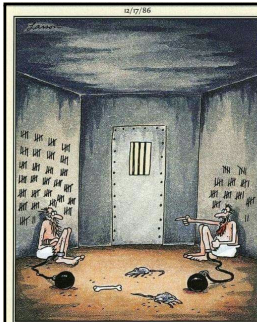
How Flexible Is The Organization?

Use RFP: Realistic Job Preview

Take On Tour



141



Are You PROPERLY Orienting New Employees?

"And another thing! I'm sick and tired of you callin' me 'new kid' all the time!"



142

Company Name

New Hire Checklist

New Hire's Name: _____
 Start Date: _____
 Title: _____ Department: _____
 Mentor/Buddy: _____
 Designated Office Area: _____

Pre-Start Date. Confirm that the items below have been completed

<input type="checkbox"/> References Complete	<input type="checkbox"/> Offer Letter accepted	LIST ALL YOUR NEW HIRE REQUIREMENTS TO ENSURE THAT THEY ARE
<input type="checkbox"/> Drug Test Scheduled	<input type="checkbox"/> Welcome Letter sent	
<input type="checkbox"/> Negative DT Result Rec'd	<input type="checkbox"/> Email Introduction Memo	
<input type="checkbox"/> Offer Letter sent:		

Information Systems. Check off services which need to be arranged prior to start date

<input type="checkbox"/> Set up computer workstation	WHAT COMPUTER RELATED TASKS HAVE TO BE COMPLETED PRIOR TO THE NEW ASSOCIATE'S START?
<input type="checkbox"/> Assign Local Printer	
<input type="checkbox"/> Add initials to Service Coordinator Menu	
<input type="checkbox"/> Set-up new hire's personal folder in G:\Docs	
<input type="checkbox"/> Assign Local Printer	
<input type="checkbox"/> Set up e-mail account	
<input type="checkbox"/> Other:	
<input type="checkbox"/> Other:	



143

Install the following software on workstation:

- MS Word, Excel & Outlook
- Policies NOW
- Performance NOW

Add new hire to the following E-MAIL distribution lists:

<input type="checkbox"/>	LIST ALL SOFTWARE CHOICES ABOVE AND E-MAIL DISTRIBUTION LIST HERE.
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	


Requested On: _____ Date: _____
 Requested From: _____ Name: _____
 Completed On: _____ Date: _____
 Completed By: _____ Name: _____



144

Office Set Up, Check off all items which need to be arranged/installed prior to start date

Notify Receptionist	Notify Safety Dept.	Notify Technology/HRIS
<input checked="" type="checkbox"/> Phone Extension	<input type="checkbox"/> Office Key	<input type="checkbox"/> Cellular Phone Order
<input checked="" type="checkbox"/> Add Name to In/out Board	<input type="checkbox"/> Security Code	<input type="checkbox"/> Temporary Business Cards
<input checked="" type="checkbox"/> Office Supplies	LIST ALL THE MISCELLANEOUS ITEMS	
<input type="checkbox"/> Business Cards		
Notified: _____ (Name) _____ (Date)	Notified: _____ (Name) _____ (Date)	Notified: _____ (Name) _____ (Date)
Completed: _____ (Date)	Completed: _____ (Date)	Completed: _____ (Date)
Notify Orientation Committee Other: _____	Other: _____	
<input checked="" type="checkbox"/> Welcome Binder	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notified: _____ (Name) _____ (Date)	Notified: _____ (Name) _____ (Date)	Notified: _____ (Name) _____ (Date)
Completed: _____ (Date)	Completed: _____ (Date)	Completed: _____ (Date)


 © 2011

145

Scheduling of Orientation Meetings, Check off as scheduled & confirmed

<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____
<input type="checkbox"/>	Date: _____	Time: _____

LIST ALL DEPARTMENT AND MANAGERS THE NEW ASSOCIATE SHOULD MEET WITH DURING THEIR ORIENTATION.

 © 2011


146

Site Visits, Check off as scheduled & confirmed

<input type="checkbox"/> Sales Visit	Date: _____	Time: _____
<input type="checkbox"/>	ARE THERE ANY CUSTOMER SITES, REMOTE OFFICES, OR SIMILAR LOCATIONS WHICH THE NEW HIRE SHOULD VISIT AS PART OF THE	
<input type="checkbox"/>	Date: _____	Time: _____

Job Training Goals

	1st Month Training Goals	2nd Month Training Goals	3rd Month Training Goals
1	1	1	1
2	LIST THE NEW HIRE'S GOALS FOR THE 1ST THREE MONTHS OF EMPLOYMENT.		2
3	3	3	3
4	4	4	4

 © 2011


147

NEW-HIRE-ORIENTATION-AND-TRAINING-PROGRAM

[POST-OFFER, PRE-START-DATE]

By using the New Hire Checklist Form, ensure that all items listed below are completed prior to start date

- ✓ Send Post-Offer Letters to new hire which covers (located at: _____)
 - Basic information on orientation schedule
 - Invitation to lunch on first day
 - Who to see on first day
 - Dress code
 - Name of mentor
 - First day start time of 9am
 - Enclose the mentor's business card with the letters
- ✓ Ensure that the receptionist is notified of new hire's start date by providing a copy of the above letter. Receptionist is responsible for adding the new hire's name to the In/Out Board, ordering/organizing basic office supplies and adding the new hire's name to the switchboard
- ✓ Send an e-mail announcement, to all (company) employees, which provides the new hire's name, title, start date and brief work history
- ✓ Ensure that office area is selected and set up, including a telephone and a computer
- ✓ Ensure that the employee is added to all the appropriate email distribution lists and has access to the appropriate software
- ✓ Schedule all department meetings and site visits
- ✓ Ensure that the safety department has been notified of the need for a key card and password


 © 2011

148

- ✓ Ensure that _____ is notified of the need for business cards and/or a cellular phone
- ✓ Ensure that the Orientation Committee is notified of the need for a copy of the (company) Binder. Leave copy of (company) Binder in new hire's office area

Contents of Binder include:

<ul style="list-style-type: none"> • Welcome Letter • Binder Index • Mission Statement • Company History • Computer Set up and Frequently Used Computer Files Listing • Confidential Phone List • Emergency Action Plan • Recycling Program 	<ul style="list-style-type: none"> • Common Terminology • Internal Services • Organizational Chart • Phone and Voice Mail Instructions • Map of Local Area • Map of Office • Closing Page • New Hire Paperwork • Miscellaneous Brochures
---	---

 © 2011

149

NEW HIRE SCHEDULE
The Scheduling Of Meetings Is The Responsibility Of The Hiring Manager, or Their Designate.

DAY ONE:

9am Arrive at (company)

9am Meet with department manager to:

- Introduction to (company) binder,
- Review (company) binder,
- Discuss department's function,
- Provide overview of first day schedule,
- See item #1 on the Standardized Departmental Training Program Outline for a complete list of topics.

9:30/10am Department manager introduces and tours over new hire to mentor. Mentor to:

- Review of department/job specific topics. See item #2 on the Standardized Departmental Training Program Outline for a complete list of topics.
- Tour office
- Make brief introductions

10:30/11am BREAK

11:00am Mentor to review job responsibilities with new hire

Noon LUNCH with department manager, mentor and no more than one other department associate

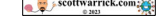
1:30pm BREAK

1:45/2pm Meet with New Client Services for department overview and processing of new hire paperwork and benefits

2:30/3pm Meet with _____

3/3:30pm Meet with _____


3:30/4pm Meet with _____

 © 2011

150

Upon completion of meetings, the new hire will meet with their mentor to discuss any questions from them day and continue job training.

Do not let new hire sit with nothing to do, or review. If it becomes apparent that there is not enough time to dedicate to the new hire for the balance of the day, then the New Hire is excused to go home for day - upon department manager approval.



151


DAY TWO, morning:

9am Arrive at (company) _____

9am Meet with mentor to:

- Review previous day, if needed
- Provide overview of second day schedule

▲ Balance of Day: See Day Two through Five.




152

DAY TWO through DAY FIVE

The following list should be scheduled and accomplished during the new hire's first week of employment.


- Job Training
- Employee and mentor meet with Safety Department to:
 - Review building security
 - Review emergency plans
 - Issue door key and security code
- Employee and mentor meet with Benefits Department to:
 - Review their department functions
 - Review benefit plans
- Watch Sexual/Illegal Harassment and Diversity Video
- Employee and Mentor meet with two or three of the following Departments, per day, in between job training:



153

Standardized Departmental Training Program Outline


1. Department Manager's Review During Day One Of Orientation Process:
 - a. Introduction to (Client) _____
 - b. The department's role within (Client) _____
 - c. Department structure
 - d. Department functions
 - e. Department function within (Client) _____
 - f. Review of (Client) _____ Welcome Binder
 - g. Overview of Orientation Schedule
 - h. Overview of Training Program
2. Mentor's Review Of Job Responsibilities During Day One Of Orientation Process:
 - a. Job description
 - b. Review of job specific training outline (this document).
 - c. Mentor's review of Job Specific Training Program.
 - d. Mentor and employee review the 90-day training goals.



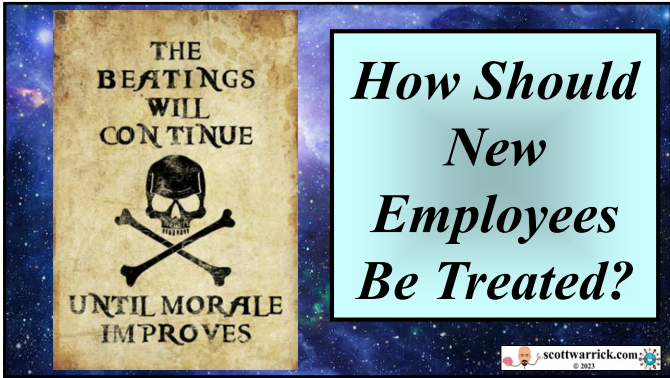
154

3. On-The-Job Training
 - a. Using the Job Specific Training Program, the mentor and employee begin the training process
4. Monthly Meeting With Mentor (1st three months only)
 - a. Review of monthly goals in comparison of training accomplished
5. 90-day Performance Evaluation With Department Manager
 - a. Upon completion of the orientation period, the employee will be formally reviewed on the following criteria:
 - Monthly Goals
 - Job Performance
 - Attendance
 - Compatibility with Job

End of Formal Training Program



155



156

SETTING EXPECTATIONS



scottwarrick.com © 2011

157

Do We See Things Differently?

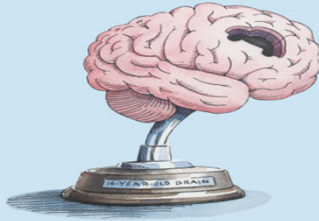


scottwarrick.com © 2011

158

Why do most 16-year-olds drive like they're missing a part of their brain?

BECAUSE THEY ARE.



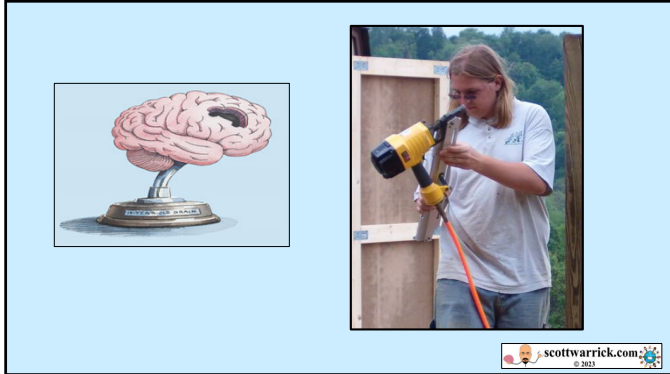
scottwarrick.com © 2011

159



scottwarrick.com © 2011

160



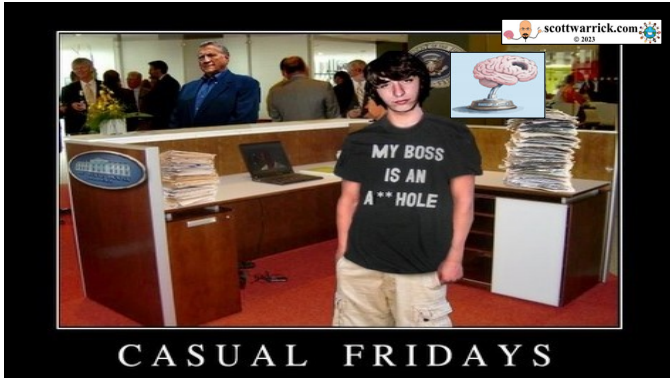
scottwarrick.com © 2011

161



scottwarrick.com © 2011

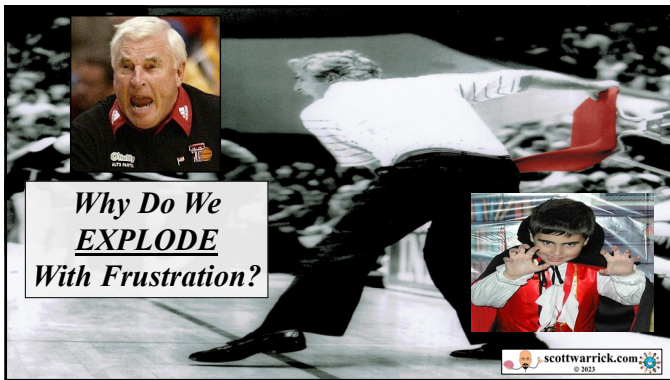
162



163



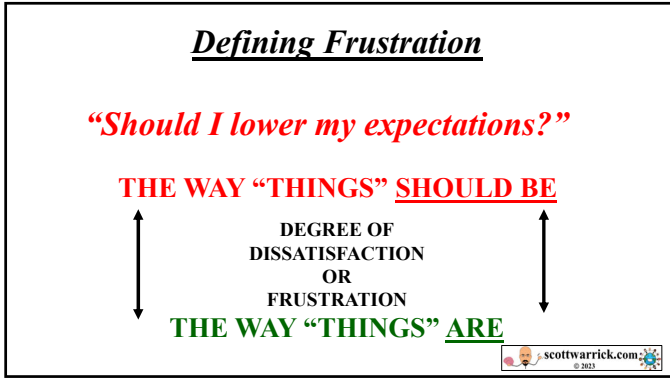
164



165



166



167

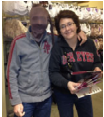


168

"No, kids are brain damaged and will do weird things."

"Should I change my expectations?"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2011

169

"I should never be offended!"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2011

170

"I left the house today. Look away."

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2011

171

"Customers will be reasonable."

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE


scottwarrick.com © 2011

172

"No, customers might not understand or maybe they know something I don't know."

"Are my expectations too high?"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2011

173

"No one should criticize my work."

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2011

174

"No, sometimes I mess up, so I need help."

"Are my expectations too high?"

THE WAY "THINGS" SHOULD BE



THE WAY "THINGS" ARE

scottwarrick.com © 2021

175

**What I Do On My Own Time
Is My Own Business**

scottwarrick.com © 2021

176



THE NATION'S NEWSPAPER

USA

**When Do You
Represent Your
Employer?**

FIRST IN DAILY READERS

scottwarrick.com © 2021

177



HOLD ON

I GOT A BLACK LIVES MATTER
MOVEMENT GOING ON RIGHT
NOW.

**Officer Tim Starkey
Martin's Ferry, Ohio**

FIRST IN DAILY READERS

scottwarrick.com © 2021

178




**Texas Fire Captain Alfred Decker
Posted A Photo On Facebook Of
Lynching President Obama**

NO. 1 IN THE USA . . . FIRST IN DAILY READERS

scottwarrick.com © 2021

179

THE NATION'S NEWSPAPER

USA

**Social Media Is NOT
A BULLY PULPIT**

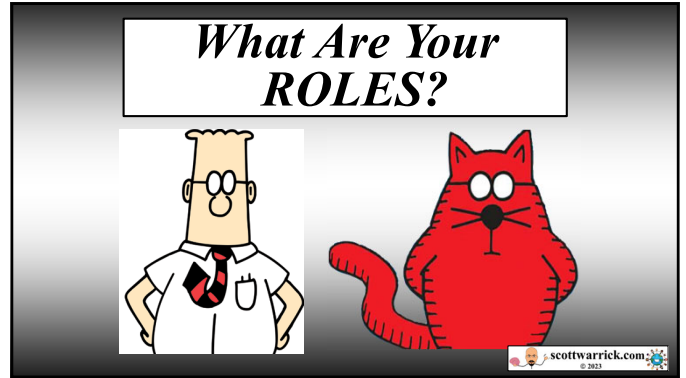
NO. 1 IN THE USA . . . FIRST IN DAILY READERS

scottwarrick.com © 2021

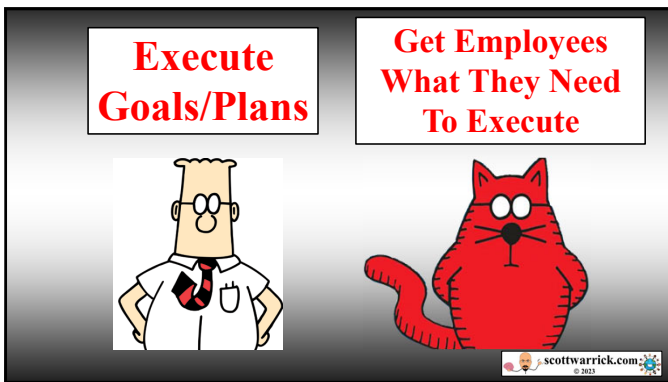
180



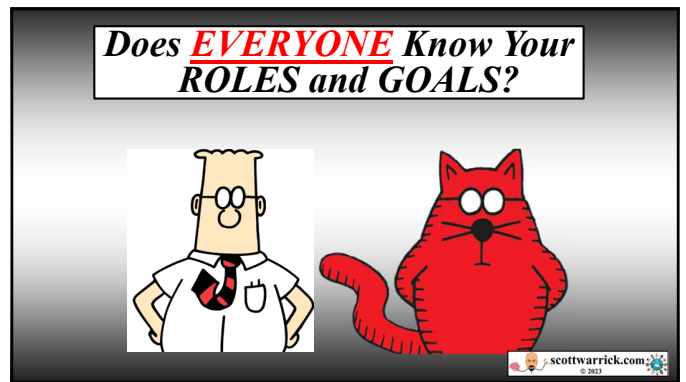
181



182



183



184



185



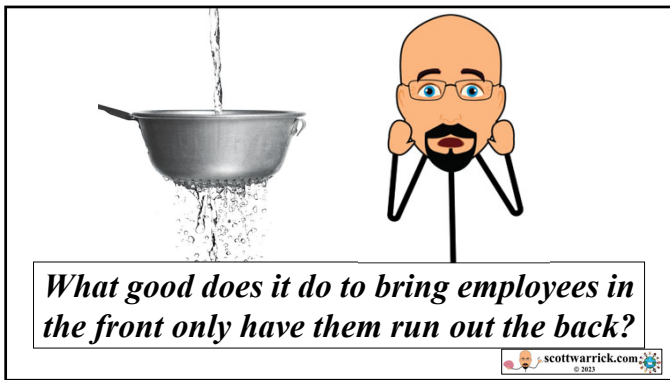
186



187



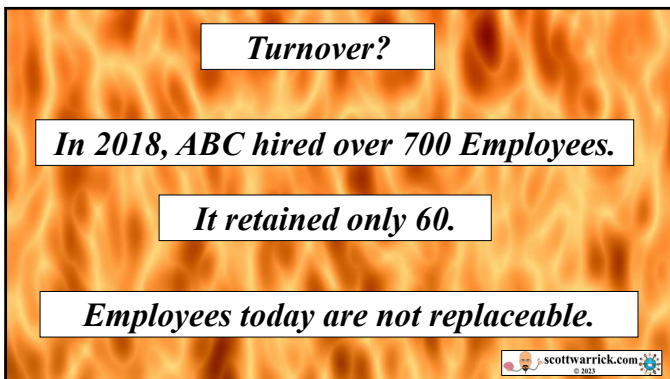
188



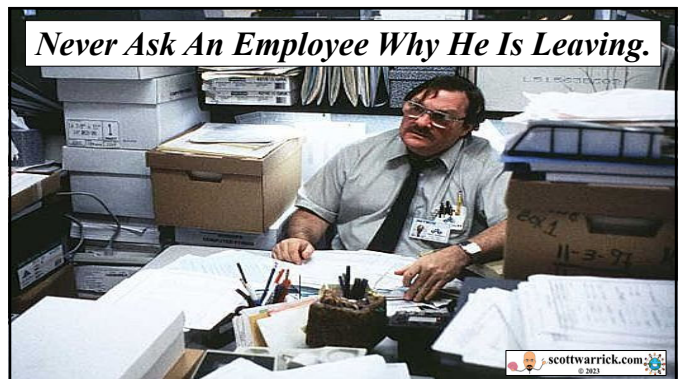
189



190



191



192



193

Scott's #1 Best Sellers

614-738-8317 scott@scottwarrick.com

SOLVE EMPLOYEE PROBLEMS Before They Start
BEST SELLER
Resolving Conflict in the Real World
SCOTT WARRICK

HEALING THE HUMAN BRAIN
FOREWORD BY THE AMEN CLINIC
A FIRST-HAND USER'S GUIDE FOR REVERSING YOUR MENTAL HEALTH
MICHAEL AND SCOTT WARRICK

LIVING THE FIVE SKILLS OF TOLERANCE
A USER'S MANUAL FOR TODAY'S WORLD
SCOTT WARRICK

TOLERANCE DIVERSITY FOR WHITE GUYS
OTHER HUMAN BEINGS
A MODEL FOR THE REALITY OF DIVERSITY
SCOTT WARRICK

scottwarrick.com

amazon

194