

## QUOTES AND STUFF...

“In many ways, there is only one question any manager need ask: How do I make my team members’ lives easier—physically, cognitively, and emotionally? Research shows that this “servant leader” mentality and disposition enhances both team performance and satisfaction.”

McKinsey Report

**“I’ve learned how crucially important it is to put hospitality to work, first for the people who work for me and subsequently for all the other people and stakeholders who are in any way affected by our business—in descending order, our guests, community, suppliers, and investors. It stands some more traditional business approaches on their head, but it’s the foundation of every business decision and every success we’ve had.”**

**Danny Meyer**

When it comes to employee happiness, bosses and supervisors play a bigger role than one might guess. Relationships with management are the top factor in employees’ job satisfaction, which in turn is the second most important determinant of employees’ overall well-being. According to our analysis, only mental health is more important for overall life satisfaction (Exhibit 1). Unfortunately, research also shows that most people find their managers to be far from ideal; for example, in a recent survey, 75 percent of survey participants said that the most stressful aspect of their job was their immediate boss.<sup>2</sup>

<https://www.mckinsey.com/business-functions/people-and-organizational-performance/our-insights/the-boss-factor-making-the-world-a-better-place-through-workplace-relationships>

**“The leaders of great organizations do not see people as a commodity to be managed to help grow the money. They see the money as a commodity to help grow their people.”**

**Simon Sinek – Leaders Eat Last**

“Leadership is not something that you learn once and for all. It is an ever-evolving pattern of skills, talents, and ideas that grow and change as you do.”

Sheila Murray Bethel

**WHAT STORY DO YOU WANT TO TELL?**