

HRACO

SUCCESSION PLANNING

NEXT PERSON UP



LEE SILBER

www.leesilber.com





READY?

People ready, willing, and able to step up and step in.

- Family Emergencies, Maternity Leave
- Promotions, Demotions, Sabbaticals, Moves
- Car Trouble, Turnover, Weather, Conferences
- Retirement, Jury Duty, Injury, or Jail
- Growth and Expansion

The best organizations don't miss a
beat when it's next person up.
How do they do it?

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A group of people in business attire are celebrating. In the foreground, a man with a beard and glasses, wearing a dark suit, white shirt, and blue tie, is laughing heartily with his mouth wide open. To his right, a woman with dark curly hair is also laughing joyfully. In the background, other people are visible, some wearing gold party hats. The air is filled with colorful confetti (blue, yellow, orange, pink) that is falling around them. The overall atmosphere is one of high energy and celebration.

Human Resources make it happen.

NEXT PERSON UP



SOMEBODY'S WATCHING YOU

Lead by Example

**As a leader, imagine someone is always
watching you . . . because they are.**

L E E S I L B E R

Do Right

Always doing the right thing
simplifies everything.





**I FIND THAT SHOWING MY
PEOPLE HOW TO BEHAVE IS
BETTER THAN TELLING
THEM HOW TO**

—JOHN PAUL DeJORIA

ATTITUDE ENERGY

Do you inspire others with your attitude and energy?

What you put out you get back.

O P R A H

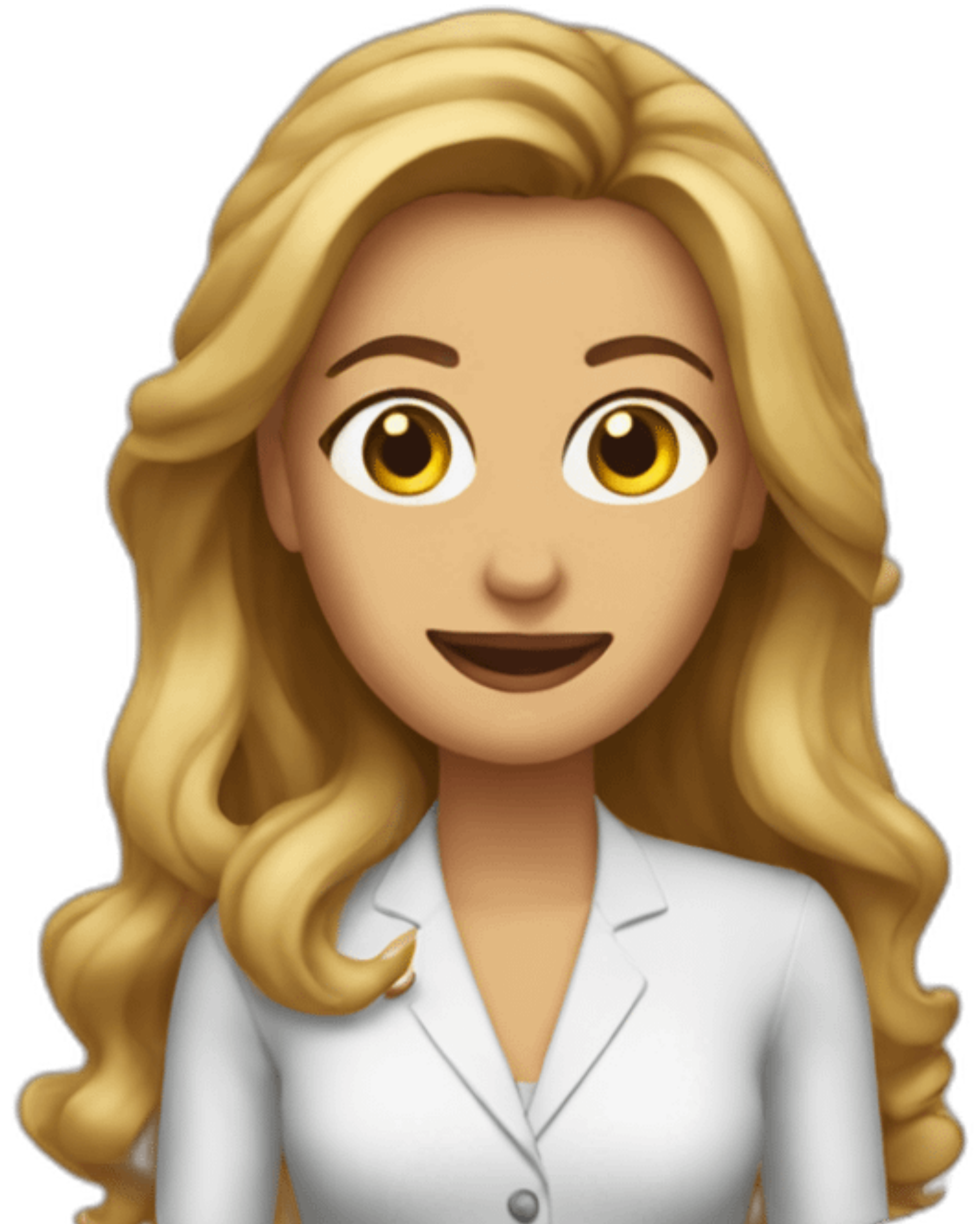


STAY CALM

You must set the example and not freak out.

SARA BLAKELY

A Shark Who Walks The Talk
And Leads By Example



IT STARTS WITH US

When we're willing and able to step up and
step in others will follow our lead.

Undercover Boss taught us that
being in the trenches with the
frontline workers works.

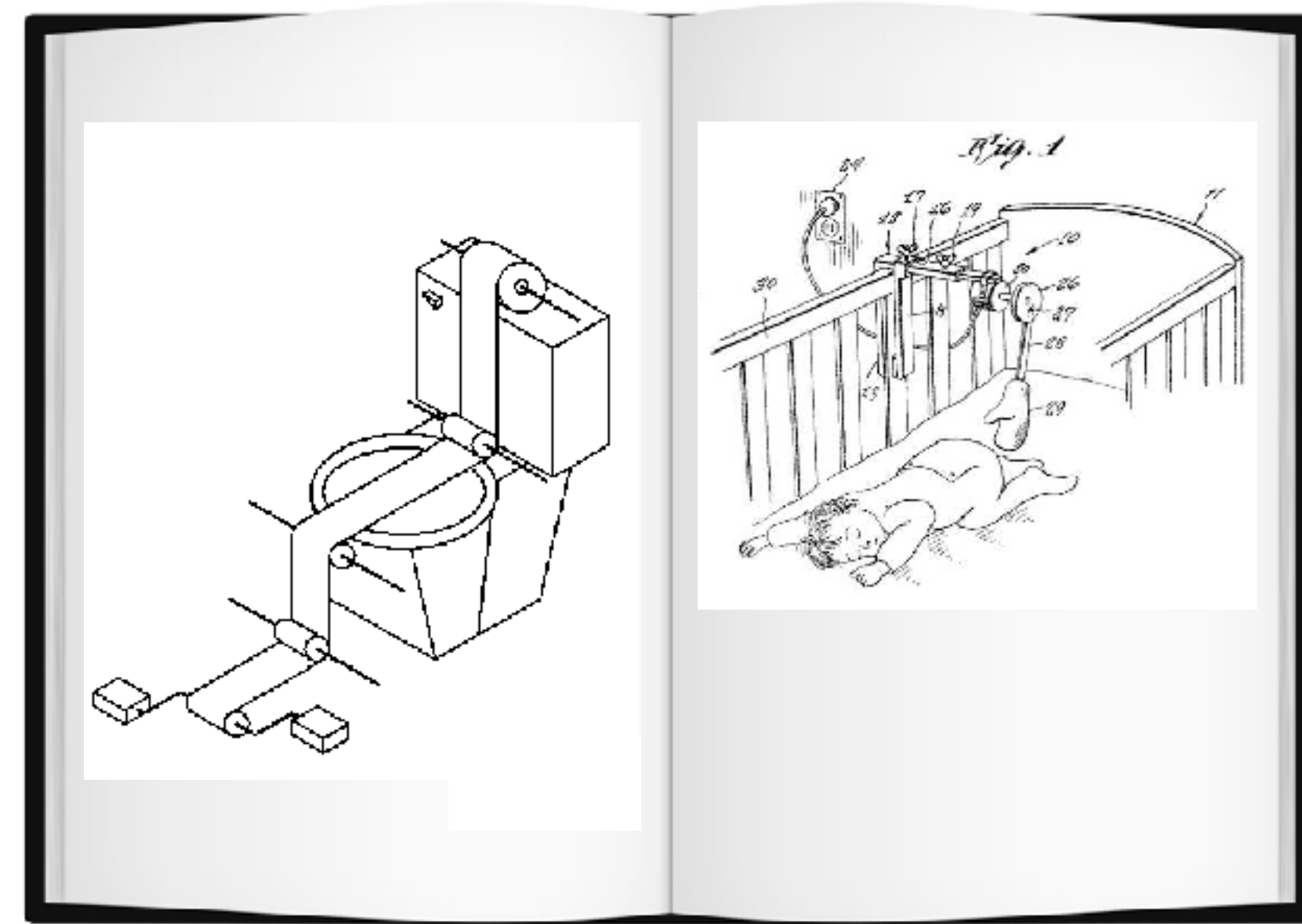
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CONNECT

Employees are more likely to feel disengaged as a result of being disconnected from communications and leaders.

IDEAS RULE

- If you don't have one already, start an idea journal and encourage others to contribute.



LISTEN SILENT

**We should listen to our frontline workers for ideas and
stay connected to what's happening in real time.**



NEXT PERSON UP

WE LUV TO FLY

Systems and Guidelines Shorten the Learning Curve

FRANCHISE

Take a Page From How Franchises Operate to
Create Consistency in the Face of Change

**Know how you want things done and
convey that to everyone on your team.**

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KISS

Create a System Others
Can Easily Step Into



**When there's a strategy in place and
a process to follow people are less
worried when someone leaves.**

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UP TO SPEED

Playbooks allow people to get up to speed fast.

**As a teaching tool, have employees
create instructional videos showing
how they do what they do.**

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CULTURE

It's an often-used term, but it is something that helps with transition.

**When employees understand the goals
and purpose of the organization they
can connect with the mission and
come up with ideas to help.**

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PATRIOT WAY

Having a clearly defined way of doing things
makes it easier the next person up.

NEXT PERSON UP

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TAKE THIS JOB AND LOVE IT

Culture is More Than a Buzzword

People rarely succeed
unless they are having fun
in what they're doing.

DALE CARNEGIE

Picture This

To make traveling more enjoyable I started taking more photos when I'm on the road.



This year thousands of men
will die from stubbornness.

NO WE WON'T

Learn the preventive medical tests you need. ahrq.gov



LAMAR

15201

Creating a positive work
environment makes you, and
everyone around you better.

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Hope Matters

It takes no more time to see the
good side of things.

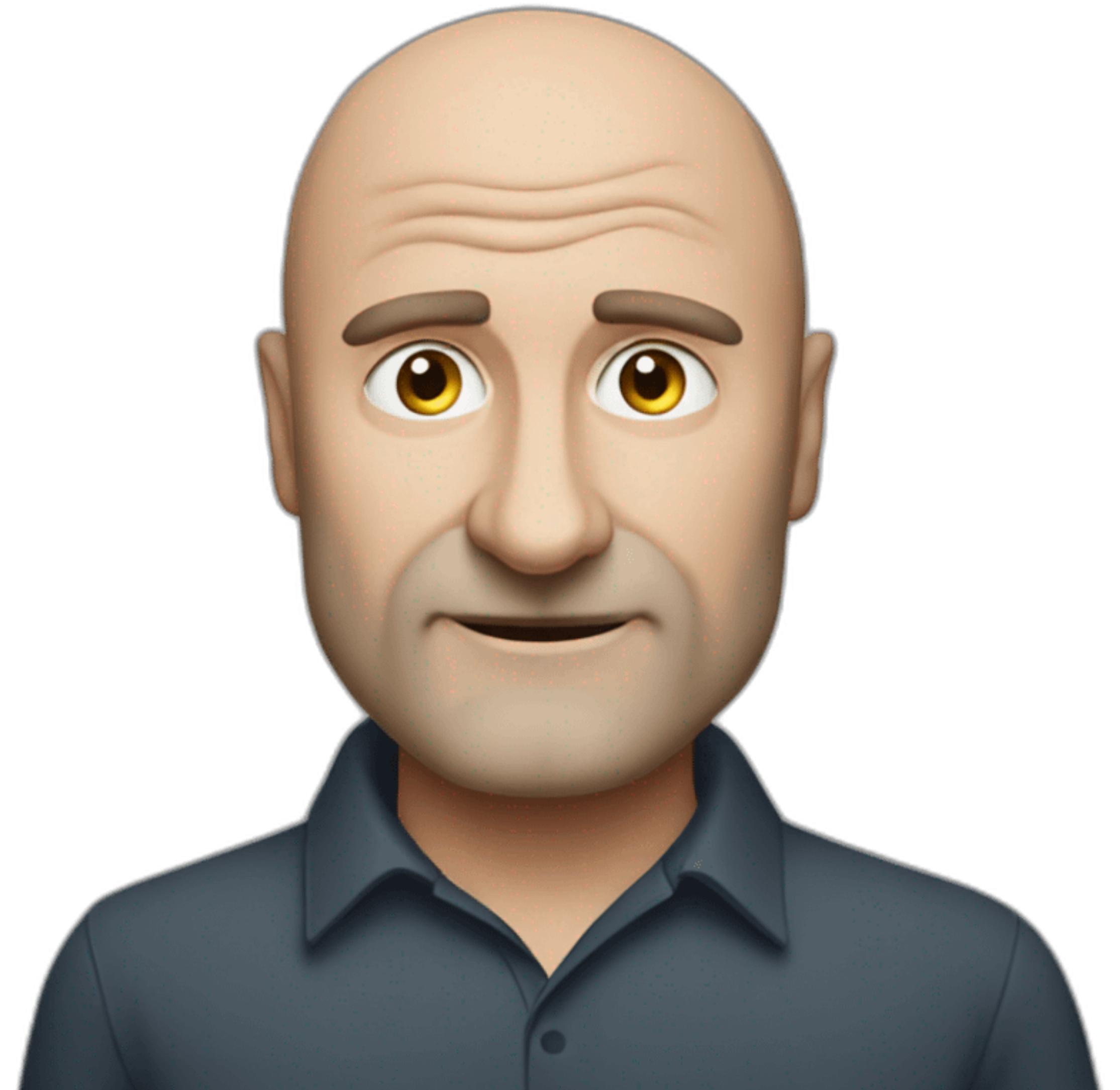


RETENTION

The best way to continuity is to keep your current people happy.

PHIL COLLINS

Promote From Within



The message being sent today is
“We don’t care about you”.

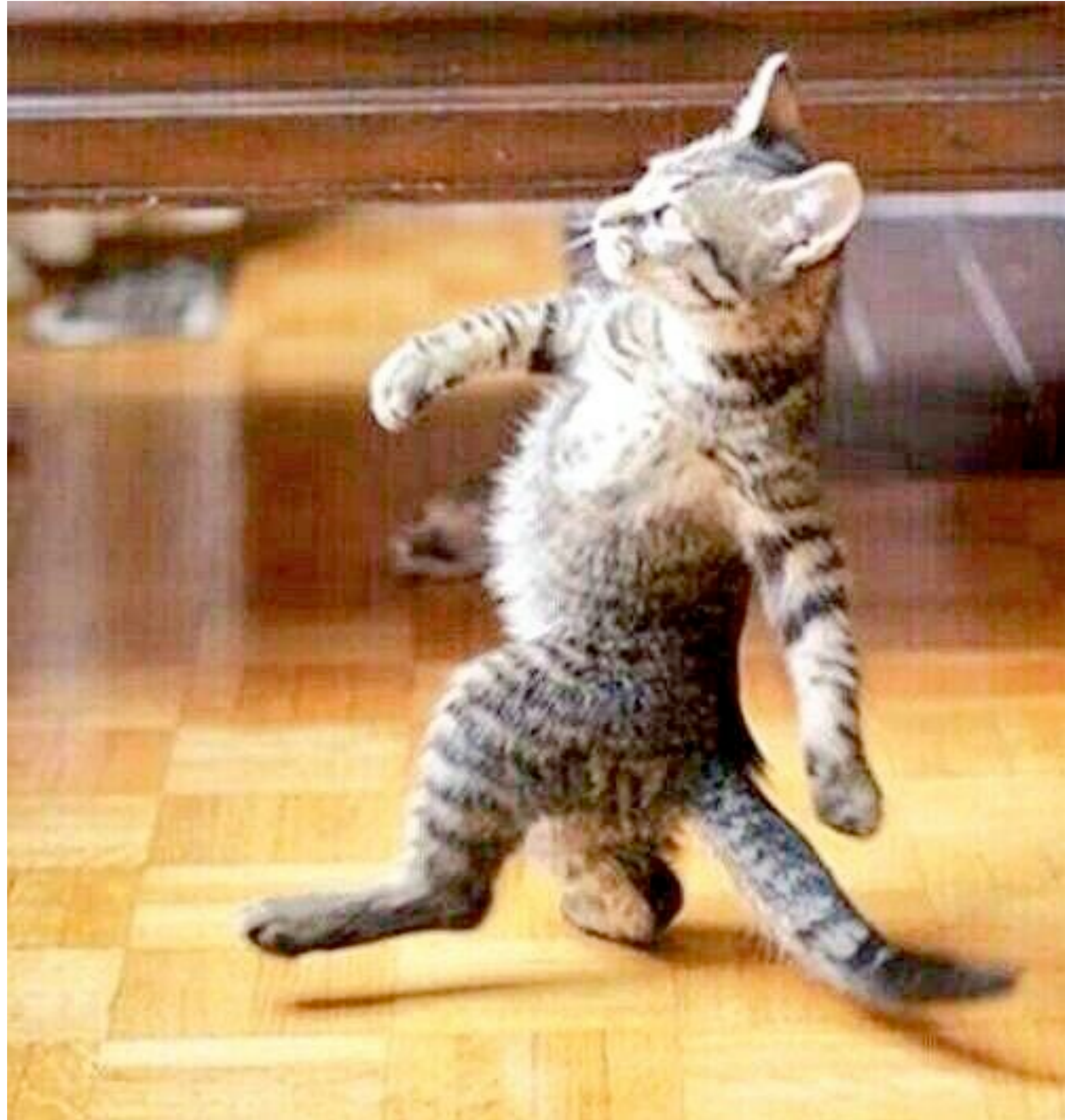
U S A T O D A Y

IT'S NOT ^{JUST} ABOUT THE MONEY

People want to feel appreciated, respected, valued,
vested, included, listened to, and... get paid.

An employee who doesn't feel
appreciated is twice as likely to
quit their job within a year.

M O N S T E R . C O M



How people walk away
from you when you
make them feel special.

**We enjoy our jobs more when our work
and the organization we work for
contributes to a larger purpose.
What's the why?**

F O R T U N E M A G A Z I N E

Pride

People want to be proud of
where they work.





YOU, INC

We want people who take ownership of their job and work.

The difference between taking ownership
of your job versus just doing your job is
the same difference as owning your
car versus renting one.

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HIRE THE SMILE

We Can Train People, We Can't Change Them

**I want players with character and ability,
but if I had to choose one to build a team
around, it would be character.**

J O E G I B B S

COMPASSION

You Can't Teach or Train Caring

**Hire good people and give them the
freedom to take care of our customers
and trust them to do the right thing.**

T H E N O R D S T R O M W A Y

DEPTH

Evaluate each person and position and create a depth chart.

**Have a talent pool that is versatile,
flexible, and deep with complimentary
skillsets to cover every contingency.**

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CROSS TRAIN

Cross training is the secret sauce great organizations use.

**Offer opportunities for employees to learn
and grow and become more versatile.**

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Recruiting

We're always recruiting. Finding new hires through employee referrals, vocational schools and colleges, competitors, and within.



N E X T P E R S O N U P



TELL ME ABOUT YOURSELF

Connect Their Goals With Yours.

STRENGTHS

Good leaders put people in the best possible position to succeed.

Heads Up

Meet employees where they are
and engage them—get to know
them on a personal level.
Learn their tendencies.



YOU DO YOU

Give people the space to do things their way and
let them work with their natural tendencies.

Treat everyone with respect, interest, and
appreciation no matter what their title—
but especially the unsung heroes.

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THINKING STYLES

How we think influences what our strengths are.

Right Brain

Visual, resourceful, flexible,
playful, emotional, spacial,
excitable, intuitive.



Left Brain

Practical, reliable, stable, frugal,
sensible, skeptical, rational,
mechanical, organized, linear,
goal and detail oriented.



Everyone has a role to play. Some are happy
to be out front and others are content to be
in a support role behind the scenes.
Both are equally valuable.

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GOALS

As leaders it's our job to set goals and help others reach their goals.



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COACH THEM UP

The Best Leaders Develop More Leaders

MENTORS

Guidance, emotional support, counseling, coaching, advice—you name it, a mentor does it because they've been there.

TIM COOK

Mentor and Train Your Successor



Show people what needs to be done next
and give them the resources and confidence
that it's possible to achieve it.

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Teach

Give people a reputation to live up to.
Make them believe they can do it.
Teach them how to do it.





LET GO

What can you let go of to give others more opportunity?

**Provide stretch projects that push
your people and expands their
knowledge and experience.**

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NO FEAR

Remove the fear of failing and and trying
something new and watch what happens.

AARON JUDGE

Make it Okay For People to Try New
Things and Fail at First





SUPPORTIVE

Show that no matter what, you've got their back.

Make it a point to celebrate even the smallest of milestones. All people want is the acknowledgement—and a pizza party. Mostly it's the pizza.

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THIS IS NOT
A DRILL

Prepare and Practice for the Worst

STRESS TESTS

Simulate pressure and problems and practice dealing with them so everyone is prepared of the worst and not overwhelmed.

TOM BRADY

Conduct Stress Tests so Backups
Hit The Ground Running



**Soundchecks are simulations to
pressure test everything. This is true
for bands and businesses.**

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PLAN B

Knowing what you'll do if everything goes wrong increases confidence.

JIMMY BUFFETT

He Used a “What If?”
Approach to Boating,
Flying, and Life



If you laugh, you think and you cry, that's a full day. That's a heck of a day. You do that seven days a week, you're going to have something special.

J I M M Y V



THINK. LAUGH. LEARN.

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It's more than a speech
It's an experience

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