

BUSINESS SUCCESS THRU EMPLOYEE'S

By:
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Pagel's Ponderosa
Dairy, LLC



PAGEL FAMILY



1946

- 8 Milking Cows



1978

- 65 Cows
- Family Members, 2 Part Timers, and 1 Full Time





PONDEROSA CALF RANCH

550-650 MILK FED CALVES

2500 TOTAL HEIFERS UP TO 10 MONTHS

6 EMPLOYEES



COLEMAN PONDEROSA LLC.



- 2100 Heifers
- Age 10 mos. - 22 mos.
- 5 Employees

THE PAGEL PONDEROSA PROMISE

It is the promise of Pagel's Ponderosa Dairy to deliver the highest quality dairy products. We will monitor the farm's by-products in an effort to benefit the community and provide a safe environment.

HOW WE BUILD A TEAM

- Create a position
- Write a job description
- Build from within
- Train the person for the Job!

HOW WE BUILD A TEAM...

- Reconfirm what is expected
- Give him the tools or help
- Set goals
- Measure performance

WHAT I LOOK FOR?

- ▶ Attitude
- ▶ Accept the Challenge
- ▶ Own the Position
- ▶ Accept the Responsibility
- ▶ Be Accountable

5 BIGGEST REASONS PEOPLE LEAVE THEIR JOBS

- ▶ No relationship
- ▶ Poor communication
- ▶ Lack of vision
- ▶ Compensation
- ▶ Meaningfulness or opportunity

CONSIDER THIS: "I AM WHAT I AM TODAY BASED ON THE CHOICES I MADE YESTERDAY."

- ▶ Guidance
- ▶ Education
- ▶ Leadership
- ▶ Mentor

CAR: HOW WE TREAT ONE ANOTHER AT THE PONDEROSA

- ▶ **C**ommunication
- ▶ **A**ccountability
- ▶ **R**espect

COMMUNICATION

- ▶ Pay attention to the person talking
- ▶ Wait until he is finished talking
- ▶ Make sure you understand

A GOOD LISTENER:

- ▶ Will reflect back to the speaker what he heard him say and ask him for clarification of any misunderstanding.
- ▶ Will seek understanding of what is being said by the other person.

KINDS OF COMMUNICATION

- ▶ Passive
- ▶ Aggressive
- ▶ Passive-aggressive
- ▶ Assertive

THE PASSIVE PERSON...

- ▶ avoids conflict or difficult conversations.
- ▶ is more likely to be silent in group discussions.

THE PASSIVE PERSON....

- ▶ Does not contribute to discussions except to agree.
- ▶ Tends to be a follower rather than a leader.

THE AGGRESSIVE PERSON...

- ▶ Yells, screams, belittles, intimidates.
- ▶ Does not listen.
- ▶ Controls the conversation.
- ▶ Is not a team player.



THE PASSIVE-AGGRESSIVE COMMUNICATOR...

- ▶ Is great with words, 2 faced.
- ▶ Agreeable to the speaker and then undermines him/her with others.
- ▶ Instigates dissension.
- ▶ Not a team player.

THE ASSERTIVE COMMUNICATOR...

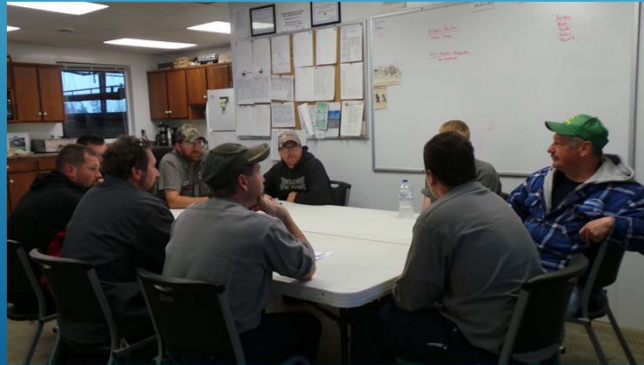
- ▶ Does not avoid conflict.
- ▶ Remains calm and neutral.
- ▶ Practices active listening.
- ▶ Is Direct and Able to Confront Situations

THE ASSERTIVE COMMUNICATOR...

- ▶ Works toward understanding others.
- ▶ Shows leadership skills.
- ▶ Respects ideas from others.
- ▶ Works toward problem solving.

A SUCCESSFUL TEAM...

- ▶ Learns to communicate assertively.



ACCOUNTABILITY...

- ▶ To be reliable to your team members
- ▶ Dependable for your part of the team work.

TO BE ACCOUNTABLE....

- ▶ Show up for work on time.
- ▶ Be rested and fed and ready to give your team your best effort.



RESPECT.....

- ▶ Key to a successful individual and team
- ▶ Role Model
- ▶ Mentor

ALWAYS REMEMBER...

- ▶ Progress.....
- ▶ Not Perfection
- ▶ Positive Change

RESPECT IN RELATIONSHIPS...

- ▶ Starts with Yourself
- ▶ How do you treat yourself?
- ▶ Respect others and yourself

PROBLEM BEHAVIORS

How to deal with Personality
traits...

THE EXCUSE ARTIST

- ▶ Alibis
- ▶ Extenuating Circumstances
- ▶ Always has an answer/reason for his actions.

FORCE HIM TO TAKE RESPONSIBILITY

- ▶ Stay firm and calm.
- ▶ Focus on the issue.
- ▶ Ask for an explanation.
- ▶ State expectations.
- ▶ Do not come to me with a problem without a possible Solution

THE INTIMIDATOR

- ▶ Aggressive nature
- ▶ Demanding/pushy
- ▶ Abrasive
- ▶ Argumentative



NEUTRALIZE HIM

- ▶ Do not ignore behavior.
- ▶ Stand your ground.
- ▶ Acknowledge concerns.
- ▶ State your expectations.

THE CLOD

- ▶ Works too slowly
- ▶ Procrastinates
- ▶ Foot dragging
- ▶ Makes excuses

STOP DIVERSIONS AND DISTRESS

- ▶ Be firm with issue
- ▶ Ask for explanation
- ▶ Identify problem
- ▶ Resolve, set time limits

THE "DOWNER"

- ▶ Constantly negative
- ▶ Prone to complaining
- ▶ Gripes
- ▶ Chronically unhappy



TURN HIM AROUND

- ▶ Stay firm and positive
- ▶ Focus on solutions
- ▶ Ask for positive input
- ▶ Praise positive responses

THE KNOW-IT-ALL/SMARTY PANTS

- ▶ Never wrong
- ▶ Superior attitude
- ▶ “in-house expert”
- ▶ Rejects others’ opinions and ideas

GET RID OF SUPERIOR ATTITUDE AND START WORKING TOGETHER

- ▶ Notice his successes
- ▶ Be firm with him
- ▶ Praise his expertise
- ▶ Give him a project

You are the Coach!
You are their Leader!!



Dairy Herd Manager Chris Szydel 19 Years, 70 Employees



CALF MANAGER SHAWN MILLER 3 YEARS, TEAM OF 6



MAINTENANCE MANAGER STEVE WITCPALEK 7 YEARS, TEAM OF 8



SHOP MANAGER JOHN RATAJCZAK 6 YEARS, TEAM OF 4



TEAM BUILDING EXERCISE



Make work enjoyable!!

EMPLOYEE BENEFITS

- ▶ Health Insurance
- ▶ Dental Insurance
- ▶ Vision Insurance
- ▶ Personal Accident Plan
- ▶ Short-term Disability
- ▶ Life Insurance

EMPLOYEE BENEFITS

- ▶ Paid Vacation
- ▶ Paid Birthday
- ▶ 4 Holidays paid at time and a half if you work the Holiday
- ▶ Performance Bonuses
- ▶ Year End Bonus
- ▶ Free Meat
- ▶ Uniforms
- ▶ Company Events
- ▶ Education Program
- ▶ Personnel Improvement Classes

FUTURE EMPLOYEES



- ▶ Be Their Boss - Pay them Well
- ▶ Be their Coach – Demand Performance
- ▶ Be their Friend – Give them Tools
- ▶ Follow thru Training – Make work Enjoyable

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