

WELCOME TO THE



AION

LEADERSHIP

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# How Do You Help the Ripple to Grow?

- Lead by Example
  - No Job is Above Any of Us
- Instilling Pride
  - “Here’s Why this Matters”
  - Involve in Decision Making
  - Autonomy Over How Work is Done



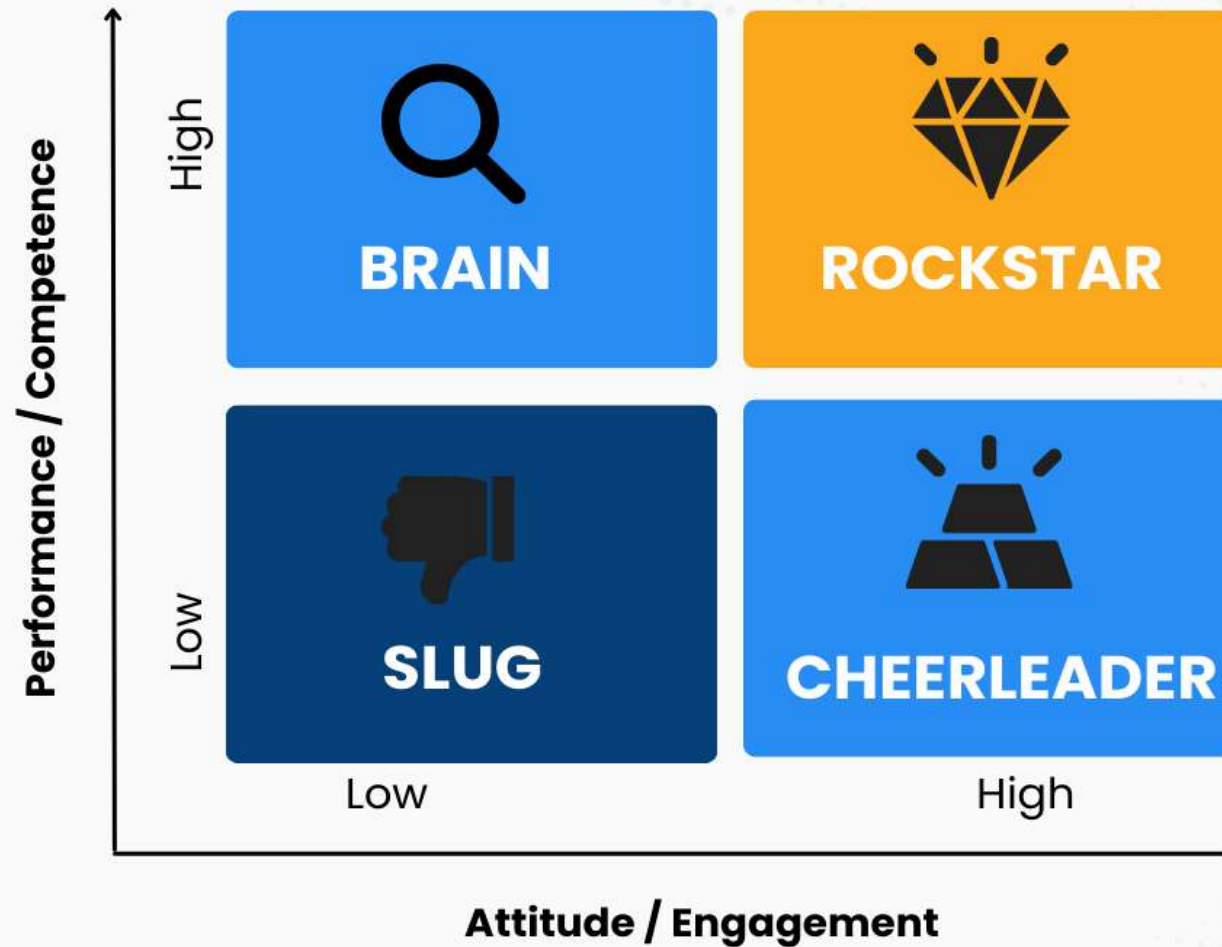
# How Do You Create Team Member Stickiness?

- Set Clear Expectations
  - “Clear is Kind”
- Developmental Conversations
  - Am I Doing a Good Job? Am I an Imposter?
  - Holding Accountable
- Recognition & Opportunity
  - How to Grow to the Next Level
  - Specific Recognition

Where  
Are You  
Focusing  
Your Time  
& Energy?



## Performance vs. Attitude Matrix



# Where Does the Ripple Extend?

- Team Identity
  - Reinforcing Values
  - Maintaining High Standards
- Resident Experience
  - Customer Service
  - Retention = Strength
- Property Performance
  - Creating Value
  - Exceeding Metrics

**THANK YOU FOR BEING AION**

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