



EP. 143 INVOLTA CEO JIM BUIE

WITH HOST DON YAEGER

(6:00) *Reflection questions: What is your corporate brand promise? In what ways can you incorporate that into your regular scheduled programming so it becomes more than words on a wall?*

(15:25) Sometimes it takes _____, because the more you learn in those early years of your career, it really shapes you to think: "When I'm in charge I am going to run things differently." Take all of that in.

(20:00) *Reflection Question: "I drive my team crazy because they tell me we have 10-20 goals and I encourage them to pick 3." What are your three most important goals in your business today?*

(25:45) If you don't pay attention to (employee experience) and say you are going to focus on customer experience, you are neglecting a whole side of your company that _____.

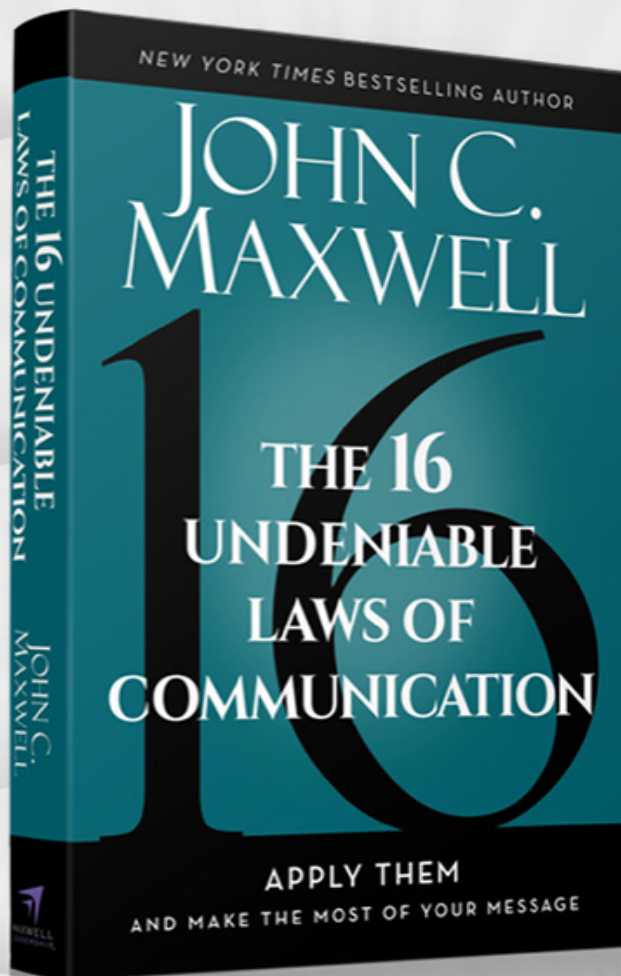
(27:40) Have some probing _____ that you ask, and have some open-ended questions that you ask. A lot of times I'll ask my clients "What does this mean to your business? What does this mean to your career?"

Answers:

reflection
needs attention
questions

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FROM JOHN C. MAXWELL



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