



DELOITTE CONSULTING CEO DAN HELFRICH

WITH HOST DON YAEGER

Don's favorite quotes from the episode:

- We believe that when individuals choose our firm over their own well-being, whether for themselves or their families, it often leads to resentment, which isn't conducive to productivity or long-term commitment. As our captain, I want productive people who have longevity and who bring joy and balance to the teams that they lead on a daily basis.
- You are a leader because you seek to earn the respect of your peers, not because someone declares you in charge.
- If we didn't view culture as living and breathing, we wouldn't be a place that feels like home for as wide a range of people as we do.

Reflection Questions: Dan often surprises his team by asking, "What's the stupidest thing Deloitte does?" While it catches people off guard, the responses often lead to valuable process improvements. Ask a similar question to spark meaningful change in your own organization. What responses did you get?

Consider the following questions as well:

- Are there redundant or outdated steps in our workflows that could be streamlined or eliminated?
- How do our processes compare to industry best practices, and where do we fall short?
- How well do we leverage technology and automation to improve efficiency, and where can we do more?

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To book Don, contact anjie@greatnessinc.com

 donyaeger.com

 (850) 412-0300