ABOUT US!

Tolero Solutions helps you achieve success through people. We find and fix organizational and operational problems overcoming challenges that impact productivity and profit.

On average 70% of employees are unhappy. Every unhappy employee costs ~1.5 their annual salary to replace. Do the math. The biggest asset an organization has is their people. When the people are happy and giving 100%, the customers are happy, and the organization succeeds.

We strive to make organizations better places to work. We increase your human capital’s speed and ability to improve innovation and deliver excellent customer service. Driving the ability to rapidly offer new products and services and increase customer service excellence – increases profits and growth.

Tolero Solutions helps you engage and retain your biggest asset – your human capital (your people). People service your customers, solve problems, and help drive innovation. Happy people -> happy customers = increased growth.

- **Transparency**: Great leaders are honest, open and transparent with employees and stakeholders. When making strategic decisions, determining organizational changes or facing issues that impact employees, successful leaders are transparent about how these matters arose, their thought process for dealing with them, and how their solutions may directly impact those they lead.

- **Communication**: Being in a leadership position can sometimes be a solitary role. Often leaders make decisions in a vacuum and rely on managers or supervisors to communicate important information downward. Successful leaders lead through two-way communication. Much of it is nonverbal. For instance, when leaders “set the example,” that communicates to their people that they would not ask them to do anything that they would not be willing to do themselves, this only helps to make leaders seem more human to employees. People value direct interaction and communication from leaders. This not only helps to show that leaders are remaining committed to the people in organization, but also offers an opportunity for them to step out of the “tower” and build relationships with employees.

- **Accountability**: Good leaders just own it – the good or the bad! Be a grown up, be an honest, transparent, accountable, and authentic leader. Acknowledge that things don’t always go exactly as planned – and don’t whine and make excuses - but let employees and customers know you see it too. Make an effort to relate to what employees or customers are going through, share next steps you plan to take to reevaluate and improve. That’s what builds trust in a leader - and trust in leadership is correlated to high performing organizations with committed employees, loyal customers, and increased performance and profit!

- **Trust**: Trust is a fundamental behavior for any successful relationship, both personal and professional. Trust and confidence in leadership is the single most reliable predictor of employee satisfaction in an organization. Trust must be earned...

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Leaders can earn employee trust by helping employees understand the company’s overall business strategy, informing them how they contribute to achieving key business goals and sharing information with employees on both how the company is doing and how an employee’s own division is doing relative to organizational objectives. It is much easier for employees to trust a leader that shows an interest in them.

- **Awareness:** Successful leaders have a heightened level of self-awareness; they have an understanding of themselves, their behaviors and actions, and how those behaviors and actions are interpreted by, and directly impact, employees. Professional coaching is also a great well to help further develop leader self-awareness. Be proficient and competent, know yourself and your strengths and weaknesses, and do take responsibility and lead by example. Always be open to further growth and learning.

- **Feedback:** Soliciting input from those you lead regarding your actions and behaviors and how those behaviors positively and negatively impact them is imperative to being a great leader. Great leaders harness their self awareness and remain open to feedback – they take the feedback regarding those actions and behaviors that may negatively impact those they lead and make a conscious effort to be aware of when those behaviors are occurring and why, and aren’t afraid to work toward continuing self improvement.

- **Compassion:** The basis of good leadership is honorable character and selfless service to the organization; compassion for employees and both their professional and personal situations. In employees’ eyes, what leadership does affects the organization’s objectives and their well-being. When a person is deciding if they respect a leader, they don’t think about attributes, rather they see what leaders do. Observations can often tell an em-
ployee if a leader is an honorable and trusted person or a self-serving person, one who misuses authority to look good and get promoted. Self-serving leaders are not as effective because their employees only obey them, not follow them. When leaders show compassion and understanding for employees and their situations, it becomes easier for them to notice that their leaders are interested and concerned, and not as self-serving as possibly thought.

- **Action:** To be a truly great leader requires taking action - not just strategic and tactical decision making action. Take action to increase your positive behaviors and decrease those with a potential negative impact. Take action to engage with employees and stakeholders. Training, coaching, and mentoring are all great ways to increase and develop new skills that can have a positive impact on those you lead. Take action toward constant growth and improvement.