



Leadership Training

Becoming a Leader at Peak Support

Welcome

Agenda

Day 1 and 2

- Defining Leadership
- Setting a vision
- Planning in order to achieve your vision
- Crafting your team
- Communicating with clarity
- Navigating ethically and morally

Reading Materials

- ❑ [Becoming the Boss by Linda A. Hill](#)
- ❑ [Did Uber And Airbnb Grow Ethically? by Quora Contributor](#)
- ❑ [Why “Good” Managers Make Bad Ethical Choices by Saul W. Gellerman](#)
- ❑ [The Best Memo You’ll Ever Write By Holly Weeks](#)
- ❑ [What Sets Successful CEOs Apart by Elena Lytkina Botelho, Kim Rosenkoetter Powell, Stephen Kincaid, and Dina Wang](#)

How to make the most of this training

❑ **Participate, participate, participate!**

This is a discussion. This is a training where we ask a million questions. Err on the side of answering. It's tough on the speakers if you're silently waiting for others to answer. This is your time to show "Leadership Presence."

❑ **Read the articles we recommend; Try the tools we suggest.**

There is only one mandatory reading in this whole training. But we point to several great articles, and even supply you with a packet. Take the time to read/watch/study these concepts on your own. This is a learning journey....it's up to you how far you go.

❑ **Use any element of the trainings with your team. AKA...this is not top-secret stuff. Shout it from the roof tops!**

English Only Policy at Peak Support - Connecting Globally

Here at Peak Support, we embrace diversity and promote effective communication across our global community. Our English Only Policy ensures a consistent and inclusive environment for everyone, fostering stronger connections and enhancing collaboration worldwide. Here's why we do this:

Global Connection

By using a common language, we bridge cultural gaps and connect employees from different corners of the world.

A shared language streamlines communication, reducing misunderstandings and improving efficiency in daily operations.

Efficient Communication

Inclusivity

Standardizing communication eliminates language barriers, ensuring that all voices are heard and valued.

Our policy ensures clear communication with clients, delivering exceptional service and understanding their needs accurately.

Client-Centric Excellence

REMEMBER!
**Always communicate
in English during
Calls and Chats!**



PEAK SUPPORT

Rules of Engagement: The Feedback Game

Incorrect

Agent

Family

Swear-words

Correct

Team Member, Employee
Associate or Person

Team

No swearing

If you hear anyone, including the presenter, say these words, IMMEDIATELY go off mute and politely correct them. Include a brief "Why". For example, "The words we use matter. At Peak Support, we don't have agents. We have team members."

How do you define the job of **leadership**?

And what are the **three skills you want to learn most?**

Take 5 mins, write down your answers.

No peeking at the internet; we want *your* definition.

Then, we'll share.

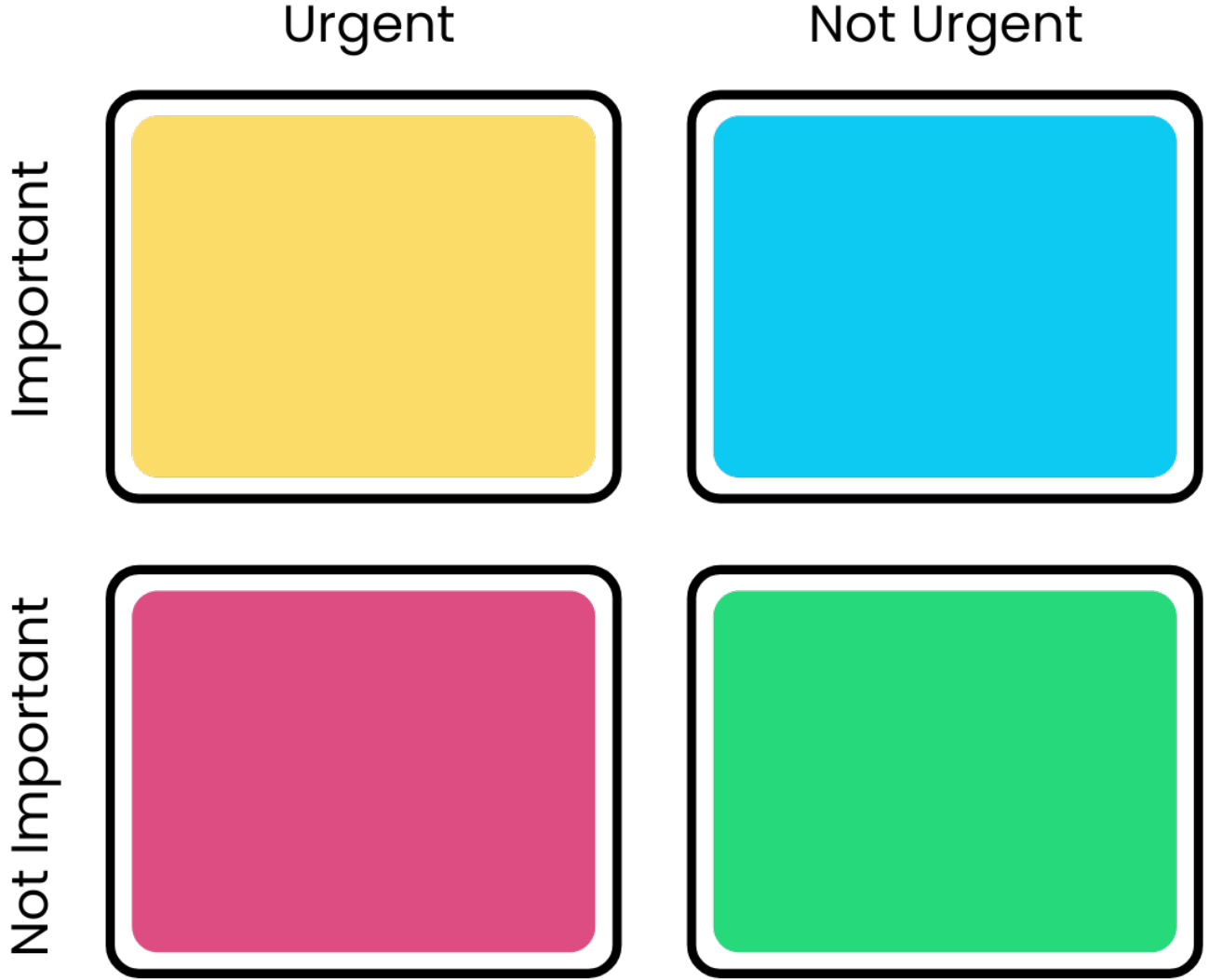


Leadership Defined

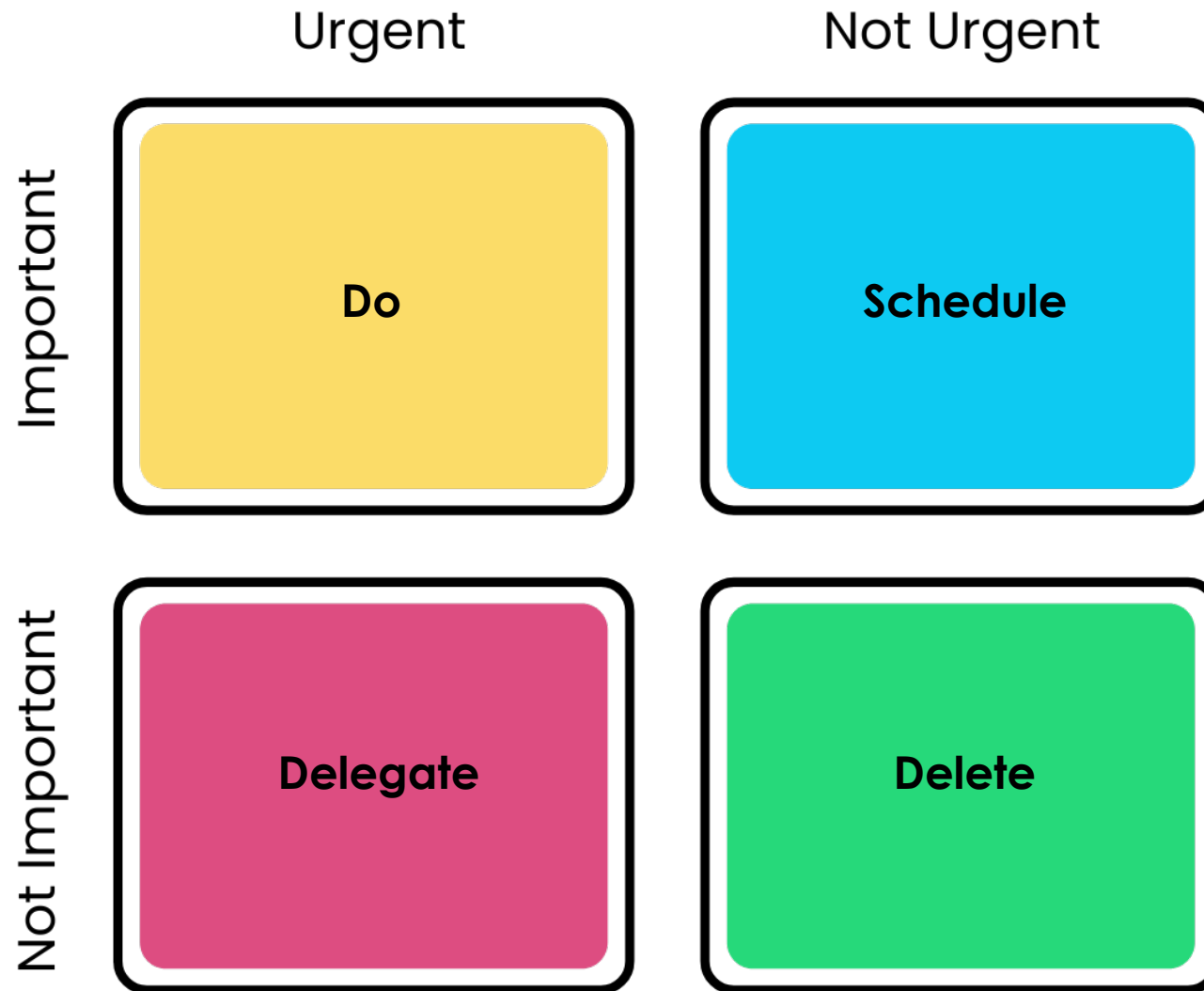
What is Leadership & Why does it matter

A Discussion with Jonathan Steiman, CEO

What Quadrant is Leadership Training?



What Quadrant is Leadership Training?





“Empower our team to innovate and deliver beyond client expectations.”



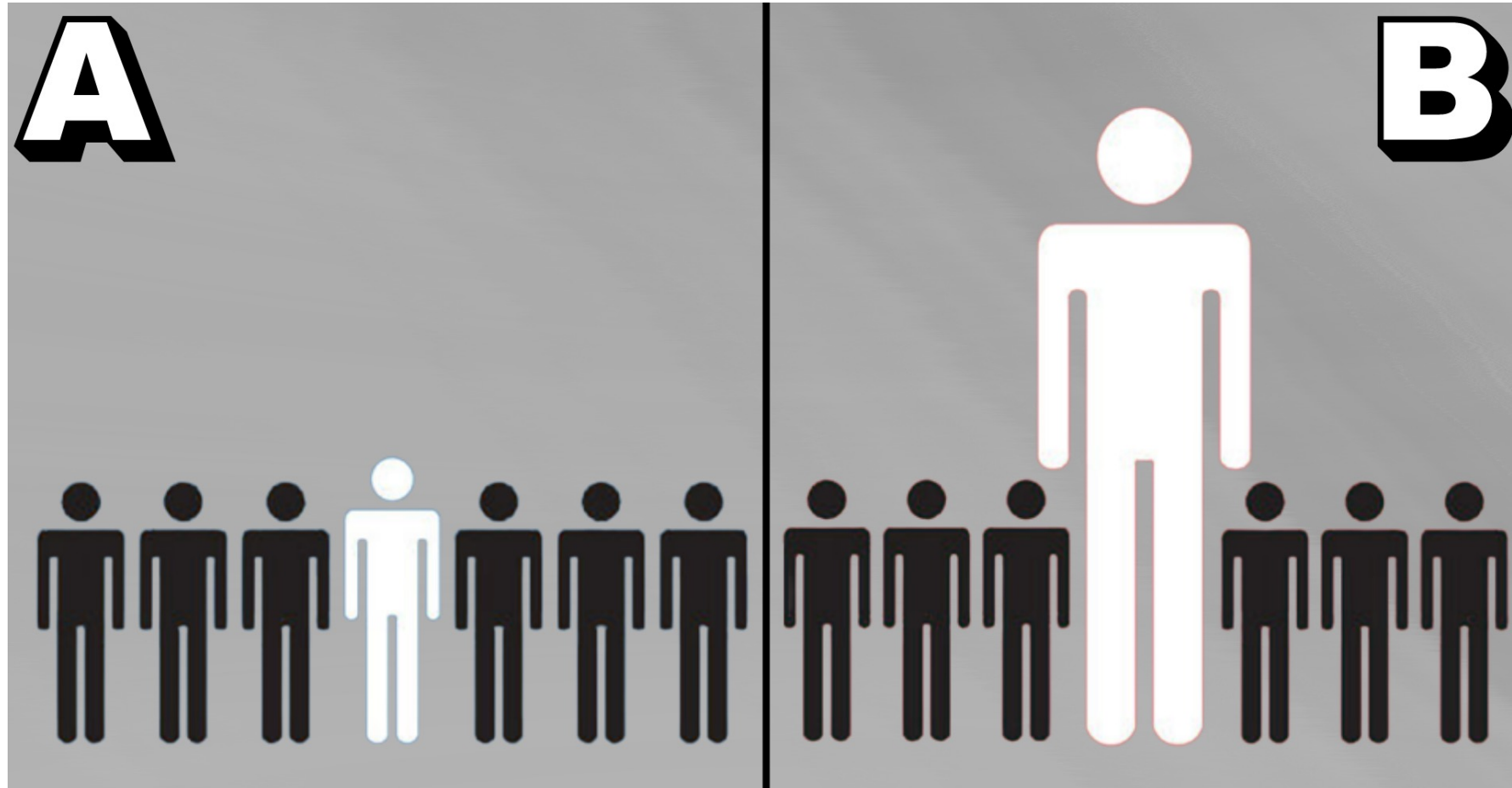
What does Leadership Look Like?

Which image(s) best represent what it means to be a leader?



The Boss

Which image(s) best represent a boss?



Did your definition change?

How do you define the job of leadership?

And what are the three skills you want to learn most?

Defining Leadership

Let's discover what it
means to be a leader

Why do I feel

**BUT PROACTIVE PERSON SAYS
NOT DO ANYTHING ABOUT IT BE**

I feel

**...this is how I have
been raised, but I can
choose my response.**

**...it is how I learned it,
but I can choose my
response.**

**...it runs in my blood,
but I can choose my
response.**

**...it is the way it is, but I
can choose my
response.**

The Reactive Person says.....

"There is nothing I can do."

The proactive person says?

The Reactive Person says.....

"I cannot help how I react."

The proactive person says?

The Reactive Person says.....

"I'll just wait and see."

The proactive person says?

The Reactive Person says.....

"It's out of my hands."

The proactive person says?

The Reactive Person says.....

"I'm not good at presenting."

The proactive person says?

Leadership Defined:

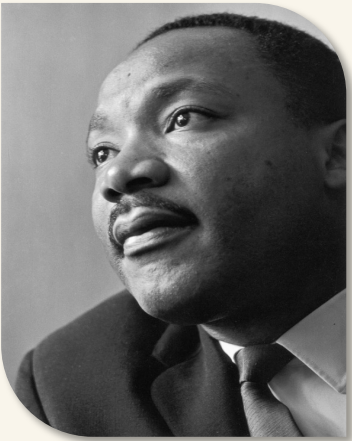
A leader is someone
that is **PROACTIVE** in
solving problems
& creating opportunities

"Leaders don't wait for
things to happen or
for someone to take care
of them."

- Stephen Covey

What problems did these leaders solve?

Martin Luther King, Jr.



The Civil Rights of Black Americans

Steve Jobs



Easy-to-use computers for everyone

Malala Yousafzai



Women's rights and education in Pakistan

Bianca Lazaro



The best operation and employee experience, done remotely



I have the power and responsibility to innovate and deliver beyond client expectations.



Setting a vision & Building a plan

The life-long exercise of imaging the future to prioritize today's work

Activity: Finding Your Purpose

Take 15 minutes to reflect
your purpose as a leader

What did you learn about yourself?

Can you answer:

What is my purpose?

Why do I exist?

Activity: Finding Your Purpose

Take 15 minutes to
complete the sentence:

"My purpose as a leader
is...."

**What did you learn
about yourself?**

**Does anyone want to share
their **purpose?****

The One Thing Action Plan

Purpose:

Someday Goal:

Five-year goal:

One-year:

One-month:

One-week:

The Domino Effect



Example: One Thing Action Plan

Purpose: Create an institution that returns to me and the people working alongside me financial security, professional development and emotional fulfillment.

Someday Goal: A transition plan that allows me and the people that built Peak Support to step back. (aka How does the first generation of Peak Support retire, making way for succeeding generations?)

Five-year goal: By before 2030, Peak Support has 5,000 employees (Philippines, USA, Colombia, EU) serving a diverse base of clients (no client accounts for more than 15% of revenue). Total revenue exceeds \$100,000,000. #4x

One-year: Close 2023 having grown by 40%; ensuring that our clients are satisfied (measured by retention, survey, feedback; ensuring that our team is satisfied (measured by retention, survey (Great Places to Work), feedback, and industry comparables). Be stronger than at the start of year and thus one year closer to our 5 year goal.

One-month: Support the team in anyway possible to ensure we Ramp @ Roadside effectively while not letting any of our other clients or team members down.

One-week: Support the Training team on New Hire Orientation and Leadership Orientation.

The One Thing Action Plan

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Five-year goal: By before 2030, Peak Support has 5,000 employees (Philippines, USA, Colombia, EU) serving a diverse base of clients (no client accounts for more than 15% of revenue). Total revenue exceeds \$100,000,000. #4x

One-year (2023): Close 2023 having grown by 40%; ensuring that our clients are satisfied (measured by retention, survey, feedback; ensuring that our team is satisfied (measured by retention, survey (Great Places to Work), feedback, and industry comparables). Be stronger than at the start of year and thus one year closer to our 5 year goal.

One-month (Sept): Set 2024 KPI Framework. Comp planning.

One-week (9/5): Finalize the first 2 days of Leadership Orientation. Communicate to the team during a No Biggy Huddle.

Example: One Thing Action Plan

Purpose: To make Philippine laws simple, available, and reliable for Filipinos	
Someday Goal: Be an international arbitrator and criminal litigation lawyer	
Five-year goal: Get a Masters of Law at Harvard.	
One-year: Top the 2024 Philippine Bar	One-year: Excel in Peak Support by looking at opportunities for efficiency (better and relevant payroll, accounting, and finance platforms) and cost savings (stable VAT refund process and IPA partnership)
One-month: Start my self-paced bar review	One-month: Help roll out the new HRIS and Payroll platforms successfully
One-week: Pass my final exams for the semester	One-week: Understand PH payroll test runs

The One Thing Action Plan

Purpose: Create an environment where everyone can reach their highest potential.

Someday Goal: To be known as one of the most influential leaders who was known to pilot 5 more Projects in the company.

Five-year goal: To lead a team of amazing leaders who will help me launch a big project with 200 headcount.

One-year: Everyone who showed interest in leadership should have the opportunity to be promoted.

One-year: Improved CPH by 30%.

One-month: Team member should be able set 3 goals for structured improvements to ensure that we are focusing on continuous improvement.

One-month: By closely monitoring case closures, and skill gaps, CPH should increase by 10%.

One-week: Create development plans matching the team member's strengths and development plans for their opportunities.

One-week: Deep dive analysis on performing and outlier team members.

Activity: First draft of your One Thing Action Plan

Take 30 minutes to draft
your first version of a
One Thing Action plan.

*We are sending you links to your
individual files.*

Let's
take a
break!



Next Step: Continue to refine your Action Plan

The Training Team will schedule a 30 Minute individual working session to further support you. Ahead of that, continue to refine your Action Plan.

How do your dominos fall?

Does anyone want to share
their **Action Plan FIRST DRAFT?**

Let's
take a
break!





PEAK SUPPORT

Thank You!



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Leadership Training

Becoming a Leader at Peak Support

Day 2

Recap

- **Being Proactive as a Leader**
- **Setting a Vision and Building a Plan**

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Crafting your Team

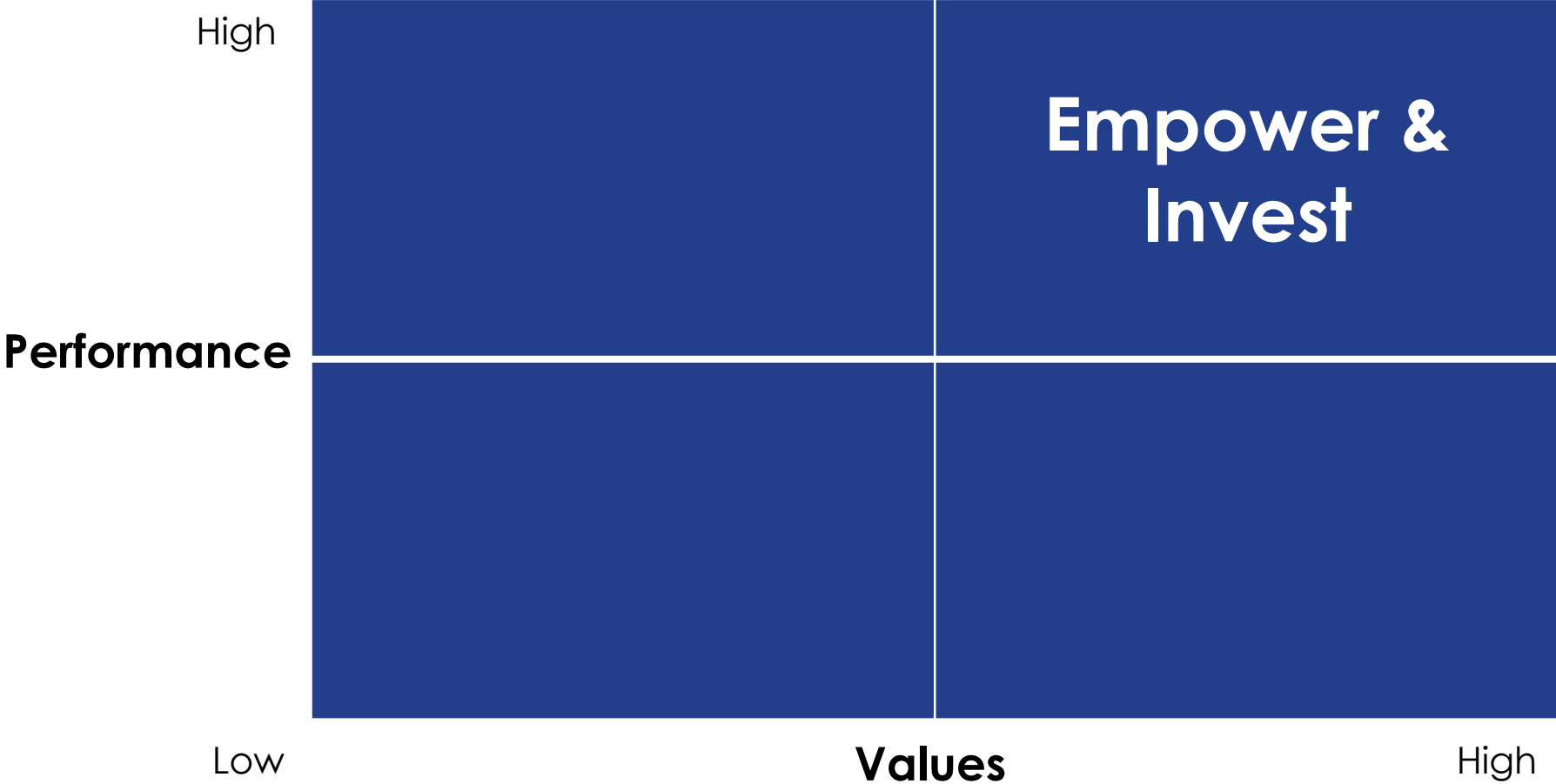
Where to invest your time to develop
the next generations of leaders, and
when to fire

Crafting Your Team

High	Coach & Set Boundaries <i>If fail, offboard</i>	Empower & Invest
Performance	OFFBOARD	Develop and/or reposition <i>If fail, offboard</i>
Low	Low	High

Values

Crafting Your Team



How do we
empower people?

Empowering People

P

Partner with the person or team to **p**roblem solve

E

Encourage risk-taking

A

Autonomy, give a little and let people earn more

K

Kep everyone informed & up-to-date

Empowering People

P Partner with the person or team to solve problems

Empowering people through collaborative problem-solving not only leads to effective solutions but also fosters a sense of ownership and motivation among individuals and teams.

E Encourage Risk-Taking

Empowering people through risk-taking not only drives innovation but also boosts morale and engagement.

A Autonomy, give some and let people earn

Empowering people through autonomy and the opportunity to earn trust and responsibilities can lead to increased motivation, job satisfaction, and a sense of ownership in their work.

K Keep everyone informed and up to date

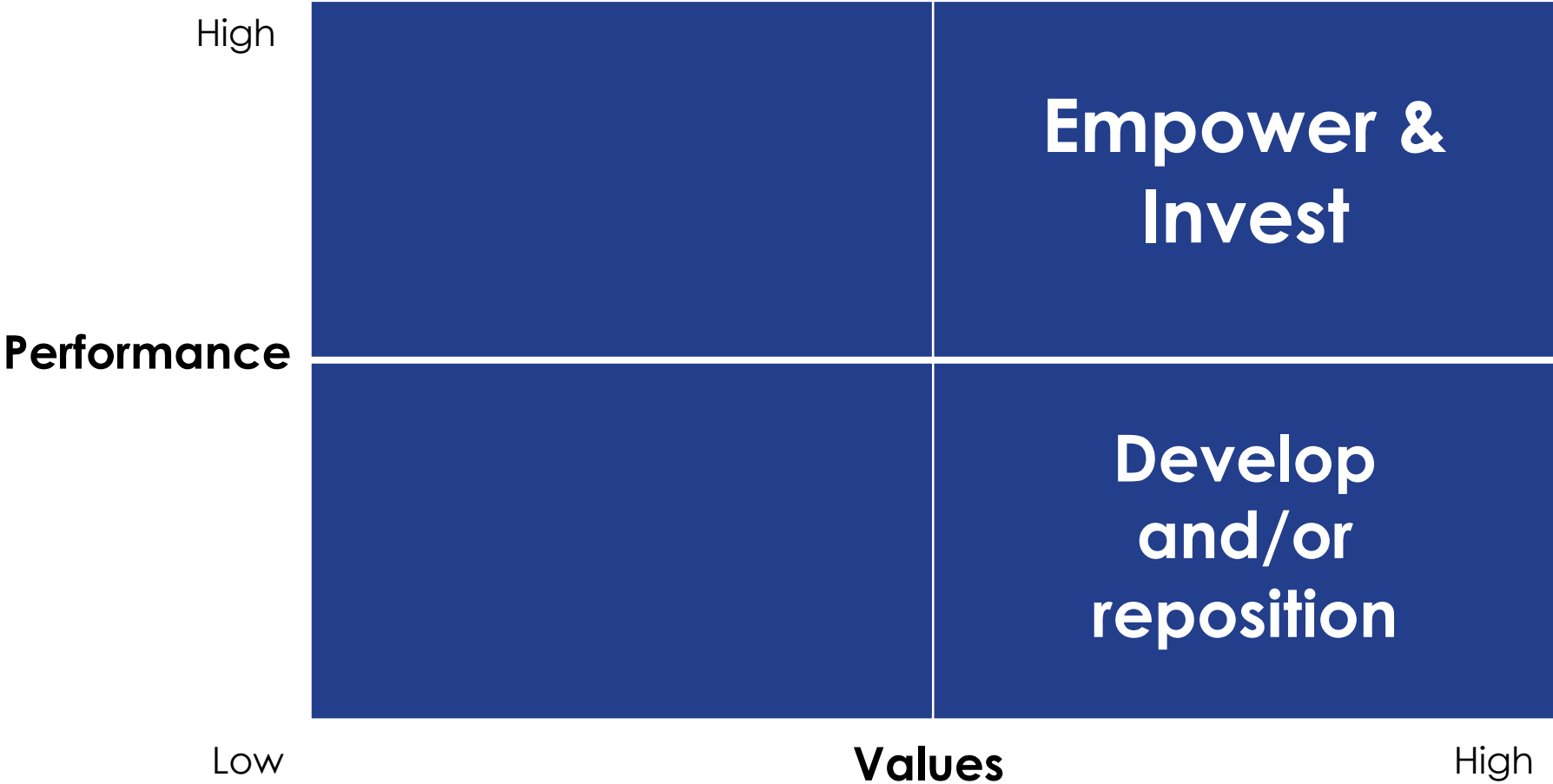
Empowering individuals to make informed decisions, contribute more effectively to the organization's goals, and feel a greater sense of ownership and engagement in their work.

Activity:

How do you empower your team member?

- Consider a team member who demonstrates high values and exceptional performance in their role.
- Using the PEAK approach to empower people, develop a plan to enhance and invest in this team member's capabilities.
- Share your plan with the group.

Crafting Your Team



How do we
develop people?

GROW Coaching Model

G

GOAL

What do you, the coachee, want?

What is the overall Goal?

Goals should be SMART!

Specific; **M**easurable;
Attainable; **R**elevant;
Time-bound

R

REALITY

Where are you now?

How far are you from the **G**oal?

What is the current situation?

O

OPTIONS

What could you do?

Brainstorm away!

What are all the things you could do to close the gap between **R**eality and the **G**oal you've set?

W

WILL

What will you do?

What **o**ption will you chose to achieve the goal?

Decide with Speed & Conviction.

Create a concrete action plan.



Activity: Pair and Coach

- You will be paired and sent to breakout rooms. In these rooms, you will each take turns conducting a coaching session with your partner using the GROW Coaching Model.
- For the first 15 minutes, Person A will act as the coach, and Person B will be the one being coached. After the initial 15 minutes, you will switch roles and have another 15-minute session.
- The coach should take notes on the member's GROW, which will be presented in the class afterward.

Crafting Your Team

High	Coach & Set Boundaries	Empower & Invest
Performance		Develop and/or reposition
Low	Values	High

How do we provide
feedback and set
boundaries?

Challenging Scenarios

- Your team member will be transferred to a new program and a different LOB.
- You need to enroll a team member in PIP because of performance issues.
- Your team member continues to fail PIP.
- A client audited a poorly-handled call by one of your team members.
- You need to report to your Manager that your team did not meet the expected performance ratings for the month.
- You have to let go of a high performer because of an integrity issue.
- A client requested to offboard a team member.
- You need to speak with a manager regarding a reported issue of a co-team lead.
- You've seen confidential information (salary/performance rating of a fellow team lead, manager, or director)
- You've seen personal chats concerning a team member who stated disparaging comments about you or another team member.

Managing Difficult Conversations



Begin a difficult conversation by listening.



Legitimize emotions...



Instead of saying "no," state the need that prevents you from saying "yes."



Explore perceptions before you try to define reality.

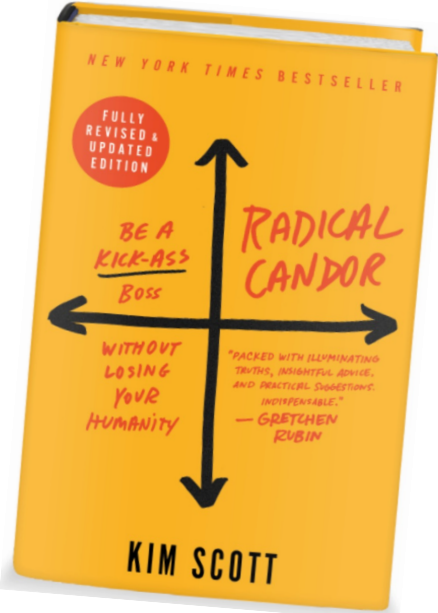
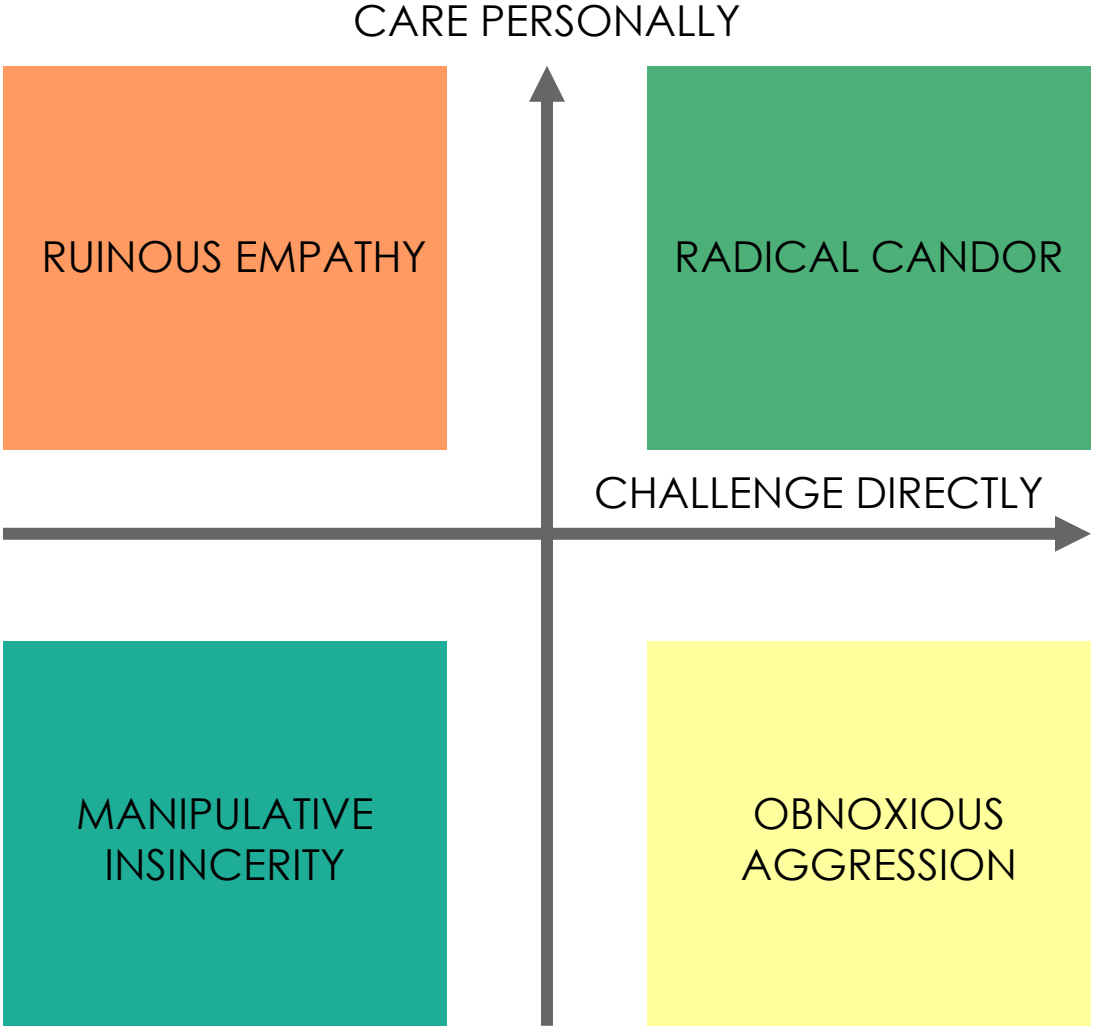


...but don't get emotional yourself!

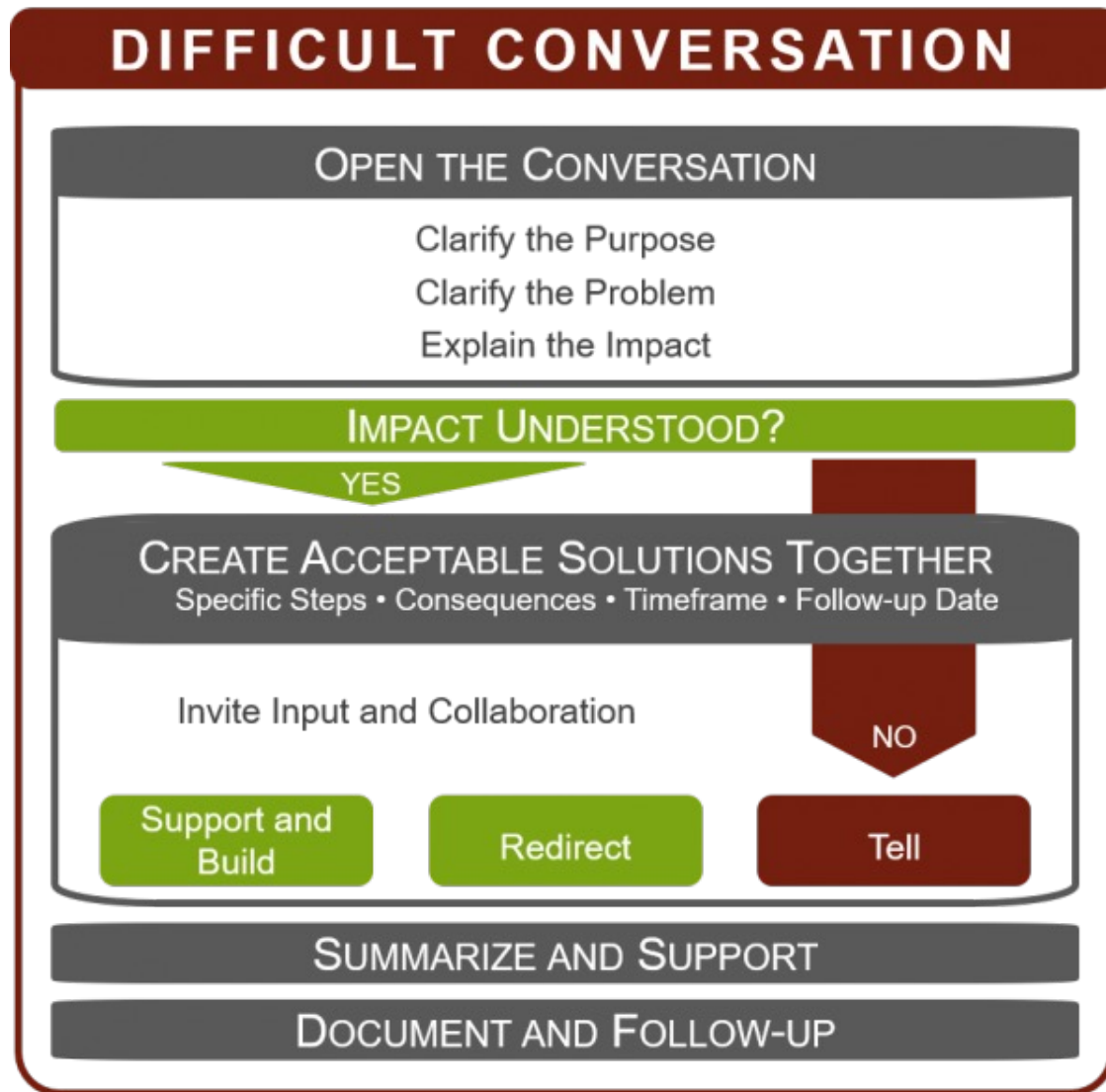


Deliver the message face to face (in person or on camera)

Courage & Consideration



Difficult Conversation Structure



Challenging Scenarios

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- You need to enroll a team member in PIP because of performance issues.
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Crafting Your Team

High	Coach & Set Boundaries <i>If fail, offboard</i>	Empower & Invest
Performance	OFFBOARD	Develop and/or reposition <i>If fail, offboard</i>
	Values	Low

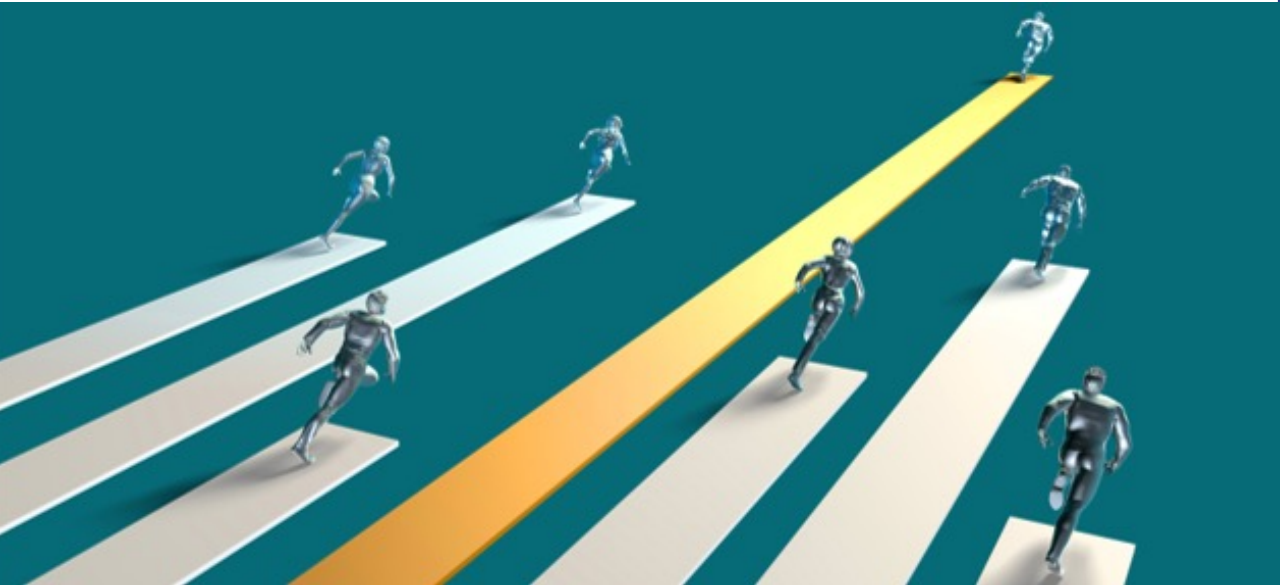
Offboarding: Critical, Necessary & Part of the job



Managing roster: The importance of offboarding

- **It's better for your GREAT Team Members** – You want to remove any impediments blocking your great players.
- **It's unfair** - An under-performer or misaligned person is taking the seat of someone who wants and deserves to be here.
- **It will make your job easier** - Keeping the wrong person on the team too long takes more work than removing them.

What **WILL** you do? Decide w/ **Speed** & **Conviction**



- You will make the wrong decision. Simply, go back to the drawing board.
- The worst thing you can do is NOT DECIDE. Indecision kills.

Let's
take a
break!

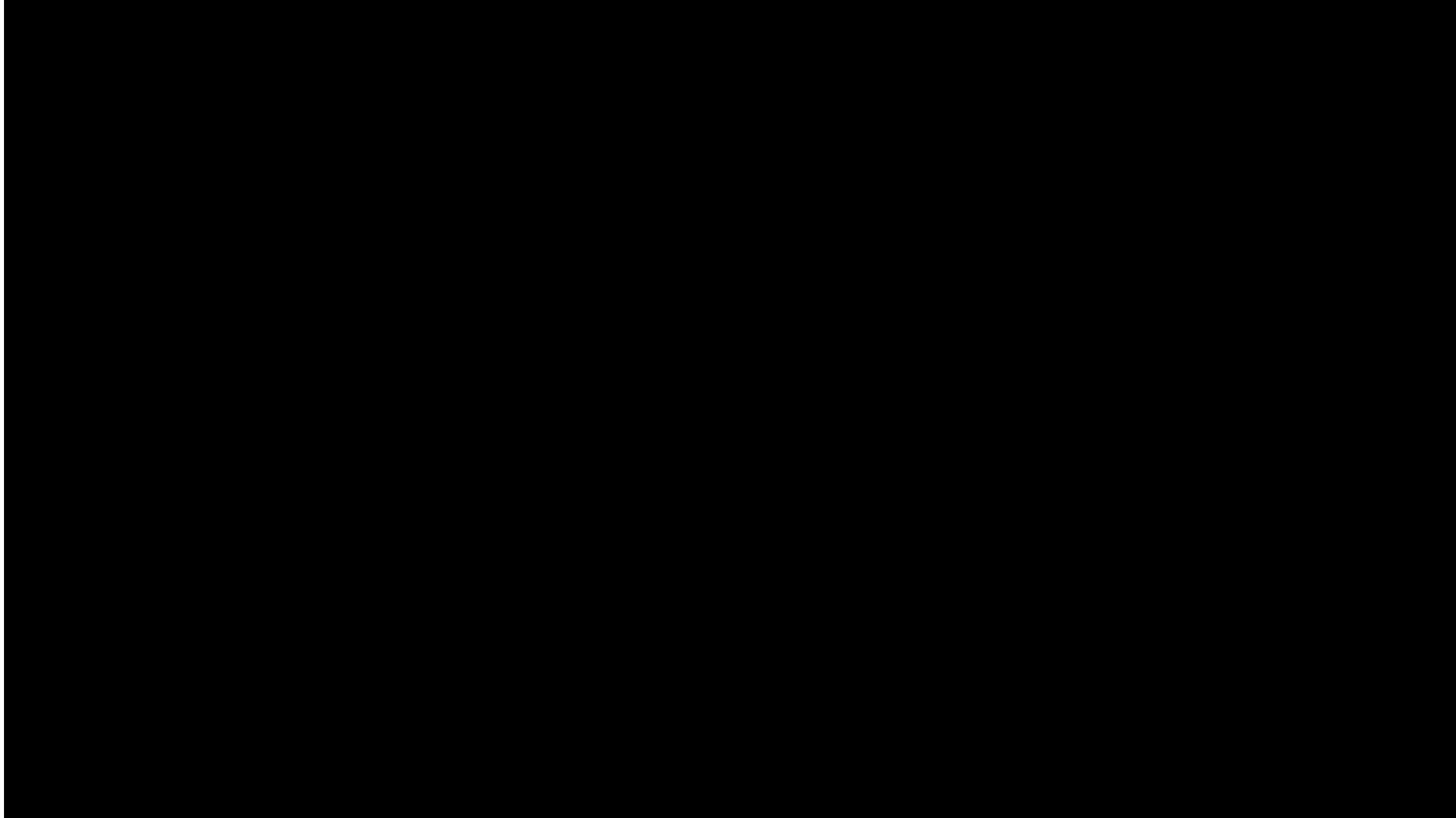




Communicating with Clarity & Conviction

Set visions, lay plans, get to the root of problems....now it's time to communicate your ideas.

Start with WHY by Simon Sinek



DIRECT VS INDIRECT COMMUNICATION

Direct communication

What it is

- ❑ Put your point upfront
- ❑ Then add supporting evidence

When to use it

- ❑ Audience is short on time
- ❑ Your point is uncontroversial
- ❑ You have formal authority or your audience is generally receptive

Indirect communication

What it is

- Start with your evidence or even with the question you asked
- Build up to your point

When to use it

- Your point may be controversial or sensitive
- Your audience may disagree up front
- You are communicating upward or laterally

THE FOUR ELEMENTS

THE SITUATION	A quick, factual sketch of the current business situation that serves to anchor the reader.
THE COMPLICATION (THE CHALLENGE)	A problem that unsettles the situation in the story you're telling. It's why you're writing the memo, report, or email.
THE QUESTION	This might be "What should we do?" "How can we do it?" or "What's wrong with what we tried?" The question does not necessarily have to be spelled out. It may be implied.
THE SOLUTION	Your response to the question and your solution to the complication.

As you learned in the reading, the order in which the elements appear can vary.

EXAMPLE - DETAILS

From: QA Lead for Project X

To: Team Leads for Project X

In the past, we have been able to meet our 90/30 SLA fairly consistently.

Recently, however, though volume and staffing are consistent, we have not been meeting this target.

Our average handle time has increased as team members have taken on new case types.

We need to minimize long hold times and dead air.

Customers have been increasingly unhappy.

Expectations of the level of service are not met.

We should stack rank the team members by their average call handle time and determine the top and bottom quartile. Then we can listen to calls to identify the best practices of the top performers and areas of improvement for the lower performers. Then we can have team huddles to listen to calls and point out areas of improvement.

What goes where?

1

We should stack rank the team members by their average call handle time and determine the top and bottom quartile. Then we can listen to calls to identify best practices of the top performers and identify areas where the team needs further training.

2

The question
"What should we do?"
is implied.

3

In the past, we have been able to meet our 90/30 SLA fairly consistently. Recently, however, though volume and staffing is consistent, we have not been meeting this target.

4

Customers are increasingly unhappy because of long wait times and have complained about dead air. After some analysis, we believe the problem is that our average handle time has increased as agents have taken on new case types.

THE SITUATION

**THE COMPLICATION
(THE CHALLENGE)**

THE QUESTION

THE SOLUTION

Reorder: Time is ticking. Decision time.

I would like to propose that we stack rank the team members by their average call handle time and determine the top and bottom quartile. Then we can listen to calls to identify best practices of the top performers and identify areas where the team needs further training.

THE SOLUTION

1

The question "What should we do?" is implied.

THE QUESTION

2

In the past, we have been able to meet our 90/30 SLA fairly consistently. Recently, however, though volume and staffing is consistent, we have not been meeting this target.

THE SITUATION

3

Customers are increasingly unhappy because of long wait times and have complained about dead air. After some analysis, we believe the problem is that our average handle time has increased as agents have taken on new case types.

**THE COMPLICATION
(THE CHALLENGE)**

4

Reorder: Sensitive topic, multi stakeholders

We should stack rank the team members by their average call handle time and determine the top and bottom quartile. Then we can listen to calls to identify best practices of the top performers and identify areas where the team needs further training.

THE SOLUTION

1

The question "What should we do?" is implied.

THE QUESTION

2

In the past, we have been able to meet our 90/30 SLA fairly consistently. Recently, however, though volume and staffing is consistent, we have not been meeting this target.

THE SITUATION

3

Customers are increasingly unhappy because of long wait times and have complained about dead air. After some analysis, we believe the problem is that our average handle time has increased as agents have taken on new case types.

THE COMPLICATION (THE CHALLENGE)

4

Activity: Direct and Indirect Communication

What is Managing Up?

- Managing up is a skill that involves customizing your work style/behavior to optimize success for your manager/client.
- Managing up involves communicating regularly and proactively with your manager or client, so they understand your progress on projects and can intervene or provide input when necessary.

What is Managing Up?

Checklist

- Put the headline first:
- What does your manager most want to know?
- Be comprehensive:
- Fully update the manager on your current progress
- Provide a point of view:
- What do you recommend and why?
- Make it easy:
- If you can include the full update in the email/chat/call, please do, rather than linking or sending them elsewhere

MANAGING UP - EXAMPLE 1/2

Email about plans for a client happy hour

Hello Hannah,

Please see below list of restaurants with information on just some of the items of note.

Please click on the URL to see the details. I've excluded Maialino from the list as they are booked on that day. I have also checked Union Square Cafe and Gramercy Tavern and both do not have the space to accommodate the number of people we have for the mixer (rooms or areas are too small or too big). I will search for some more on Yelp and Zagat and add them on the list.

Hope this helps. Let me know if you have any questions.

MANAGING UP - EXAMPLE 2/2

Restaurant	Rosa Mexicana	Gotham Bar & Grill	Breslin @ Ace Hotel	Obica Mozzarella Bar Pizza e Cucina
Website	Rosa Mexicano Website	No reply / No info on website	Ace Hotel Breslin Website	Obica Website
Minimum Spend	\$1,200		\$3,000	
Beer	Unlimited red and white sangrias and beers up to 3 hours \$32		Unlimited wine and beer per hour \$20	\$6 during happy hour, \$8 from 7 pm onwards
Wines	Rosa Mexicano Cocktails		Cocktails	
Per Head Appetizers	Appetizers			
Menu	RM Menu		Breslin Menu	Obica Flatiron Menu
Status	Info via email reply		Inquiry sent via email - waiting for feedback	Info via email reply
Proposal			Breslin Proposal	

A REAL WORLD EXAMPLE

You are taking over a new critical task on Monday, managing the EU queue for a client. You have already drafted an implementation plan. The Peak Support leadership team - including multiple team leads and the CEO - receive the following email from "Sam the Client" on Thursday.

Hi Team,

*I just wanted to check on the status of the new task on Monday. Do we have a plan?
Thank you,*

Sam

A REAL WORLD EXAMPLE

The CEO, Jon, sends a chat message in your Teams group, saying:

“Team! Have a look at Sam the Client’s email. Let me know if you need anything. With family now, but back online after bedtime.”

The next day, Jon sends another batch of messages in the group chat:

“So a couple of things... where are we on the project?”

“I left a message in the group chat. I saw you acknowledged but I didn’t see a plan.”

“Basically need to understand if we’re good to launch the EU queue by Monday?”

SAMPLE RESPONSE

Hi Jon,

Confirming receipt of Sam The Client's email. We're all set to launch on Monday.

Mon and Ron will start the day an hour apart at 6am and 7am ET respectively, with two team members each.

I will respond to Sam with the update as well. Let us know if there is anything else you need.

Thank you,

A REAL-WORLD EXAMPLE: KEY TAKEAWAYS

1. **Don't make them ask.** The client should never have had to ask for an update, two days before the project launched. Provide updates proactively so no one has to worry.
#OverCommunicate
2. **Give clear direction...** Jon could have been clearer about what he wanted. Consider this when you are reaching out to your own team.
3. **...But be aware that your supervisors and clients may not always be clear.** Think about what they want to know and act proactively to address potential concerns.

**“The most important thing in communication
is hearing what isn't said.”**

-Peter Drucker

Let's
take a
break!



Managing Ethically

Every day, we face ethical dilemmas. The role of the leader is to follow the correct ethical compass.

Why “Good” Managers Make Bad Ethical Choices

MANVILLE CORPORATION

The company's medical staff and leadership suppressed evidence its product, asbestos, was killing workers. Management consistently ignored warning signs.

CONTINENTAL ILLINOIS BANK

Spurred by overly-aggressive growth goals and lax controls, employees made bad loans, sometimes taking kickbacks in exchange for loans. Management consistently ignored warning signs.

EF HUTTON & COMPANY

The company took money improperly from banks and used it, interest-free, before returning it. Management actively sanctioned the behavior.

The Four Rationalizations

“It’s not really wrong”

Believing that the activity is not "really" illegal or immoral.

“It’s in the company’s best interests”

Believing that it is in the individual's or the corporation's best interest.

“I won’t get caught”

Believing that it will never be found out.

“The company will protect me”

Believing that because it helps the company, the company will condone it.

How can these risks be mitigated?

“It’s not really wrong”

MITIGATION

Foster a culture of “When in doubt, don’t” or “When in doubt, ask”

“It’s in the company’s best interests”

MITIGATION

Educate based on mission, vision, and core values what the company’s best interest truly is

“I won’t get caught”

MITIGATION

Increase the probability that people will get caught

“The company will protect me”

MITIGATION

Demonstrate that there will be consequences to unethical behavior

What is **Ethics**? Why is it important?

- ▶ A **set of principles and moral values** that guide individuals and organizations in making decisions and conducting themselves in a manner that is **morally right, fair, and responsible**.¹
- ▶ The recognition of one's **capacity to transgress** and the commitment **to act in accordance with one's values and moral principles**, both in avoiding unethical behavior and actively pursuing the good.²
- ▶ **Ethics is crucial in leadership because it helps maintain trust, integrity, and accountability within an organization. Leaders who prioritize ethics and engage in open conversations about values and purpose can create a strong ethical culture, mitigate risks, and promote long-term success.**



¹ A description implicitly presented in the article: [“Why ‘Good’ Managers Make Bad Ethical Choices”](#)

² A definition implicitly explained in the article: [“Building an Ethical Career”](#)

³ An explanation implicitly explained in the article: [“How to Be a Leader Who Stays True to Their Ethics”](#)

MANAGERS ARE NOT PAID TO TAKE RISKS

“Managers are not paid to take risks; they are paid to know which risks are worth taking.”

Also, maximizing profits is a company’s second priority, not its first. The first is ensuring its survival.”

- From the [“Why ‘Good’ Managers Make Bad Ethical Choices”](#)

EXECUTIVES HAVE A RIGHT TO EXPECT LOYALTY

“Executives have a right to expect loyalty from employees against competitors and detractors, but not loyalty against the law, or against common morality, or against society itself.”

- From the [“Why ‘Good’ Managers Make Bad Ethical Choices”](#)

"By looking at these rationalizations in light of these cases, we can develop some practical rules to more effectively control managers' actions that lead to trouble —control, but not eliminate.

For the hard truth is that corporate misconduct, like the lowly cockroach, is a plague that we can suppress but never exterminate."

- From the ["Why 'Good' Managers Make Bad Ethical Choices"](#)

LET'S TALK ABOUT IT

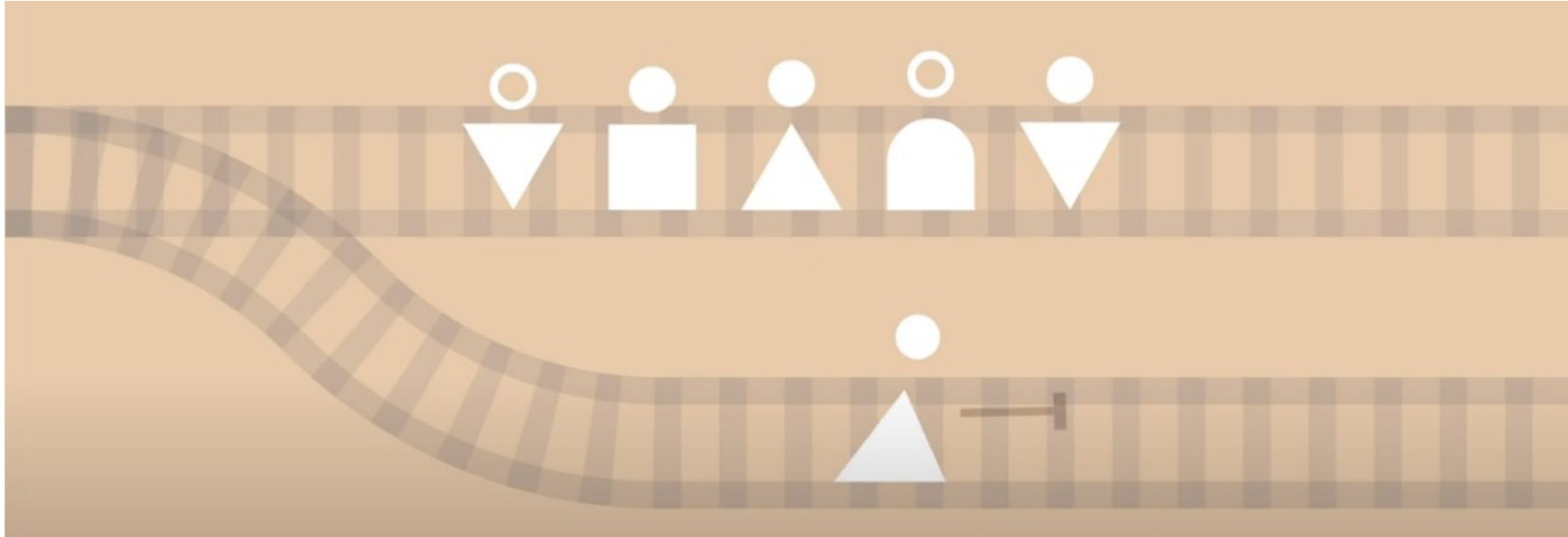
Ethics and the law. Are they the same?



Takeaways

- Takeaways

The Trolley Problem



- You find yourself next to a lever with a runaway trolley approaching a group of five people who are tied up and unable to move on one track.
- On another track, there's only one person in the same situation.
- Should you pull the lever, thereby sacrificing one person to save the five?

Ethics and the law. Are they the same?

It's 2010, a small start-up called Uber is gaining traction. Customers love the convenience and it's creating thousands of opportunities for part-time drivers.

However, Uber is operating illegally. They are in violation of local livery ordinances. Cab drivers are at risk of losing their jobs and going bankrupt.

Should Peak Support work for this client at this time?

Uber

Ethics and the law. Are they the same?

Girls Gone Wild is fast-growing. The business model is simple: The company sends camera-people to Spring Break locations, host parties with alcohol, and videotapes the parties...all with the goal of capturing young, attractive woman "flashing."

All of the woman on camera are of legal age and they have signed waivers saying they approve being video-taped and that the video-tapes can be sold. The videotapes are labeled by a rating agency (eg G, PG, R, NC17,X, XXX).

As you get to know the prospective client, you start to learn that they are really pushing alcohol to "loosen up the talent." You also see that this one moment in these woman's life have drastic impacts (forever the "slut" that flashed her body while drunk at 2am.)

Should Peak Support work for this client?

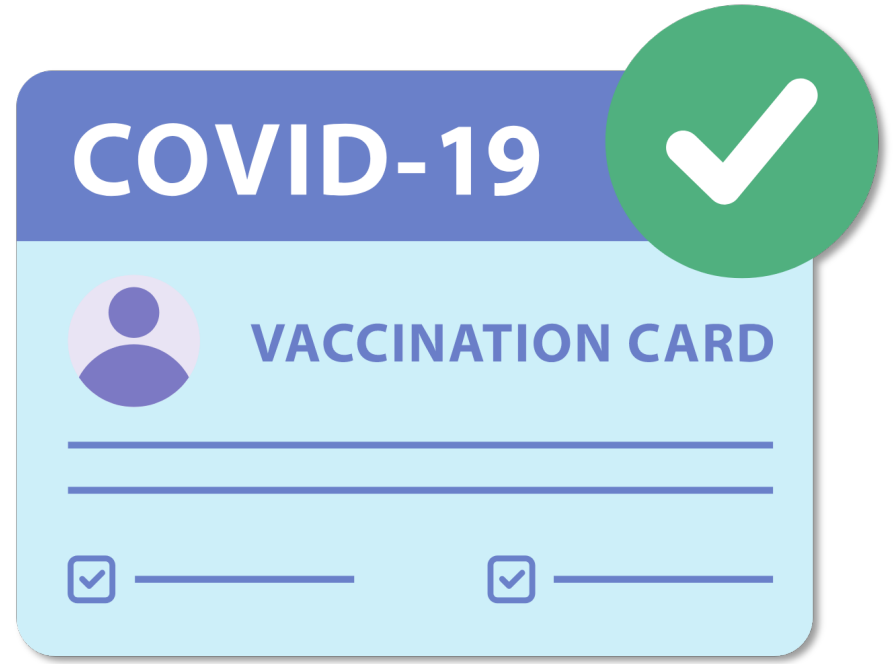
LET'S TALK ABOUT IT

EXAMPLE SCENARIOS – Fake Vax Card

During the COVID-19 pandemic, restaurants required customers to show proof of vaccination.

During small talk, one of your team members shared that they obtained a fake proof of vaccination card in order to go to restaurants during personal time.

What do you do?



EXAMPLE SCENARIOS – Sales Lead Scoop

You've recently joined Peak Support. You video call Ralph, a friend and co-worker from your previous employer, to share with him how happy you are and try to recruit him to Peak Support.

During the call, Ralph shares his screen. You see a file called "Peleton RFP" on his screen, for just a second, before you go to the file that Ralph wanted to show you.

From that quick moment, you conclude that Peleton has a Request For proposal. Your ex-employer and friend are vying for the business.

Should you tell our sales team that Peleton is looking for a new BPO so that they can go after them, win the business, and help Peak Support be even bigger and better?



Conclusion: The Most Noble Profession

The work of a leader & manager matters

The Most Noble Profession



MANAGING YOURSELF

How Will You Measure Your Life?

by Clayton M. Christensen

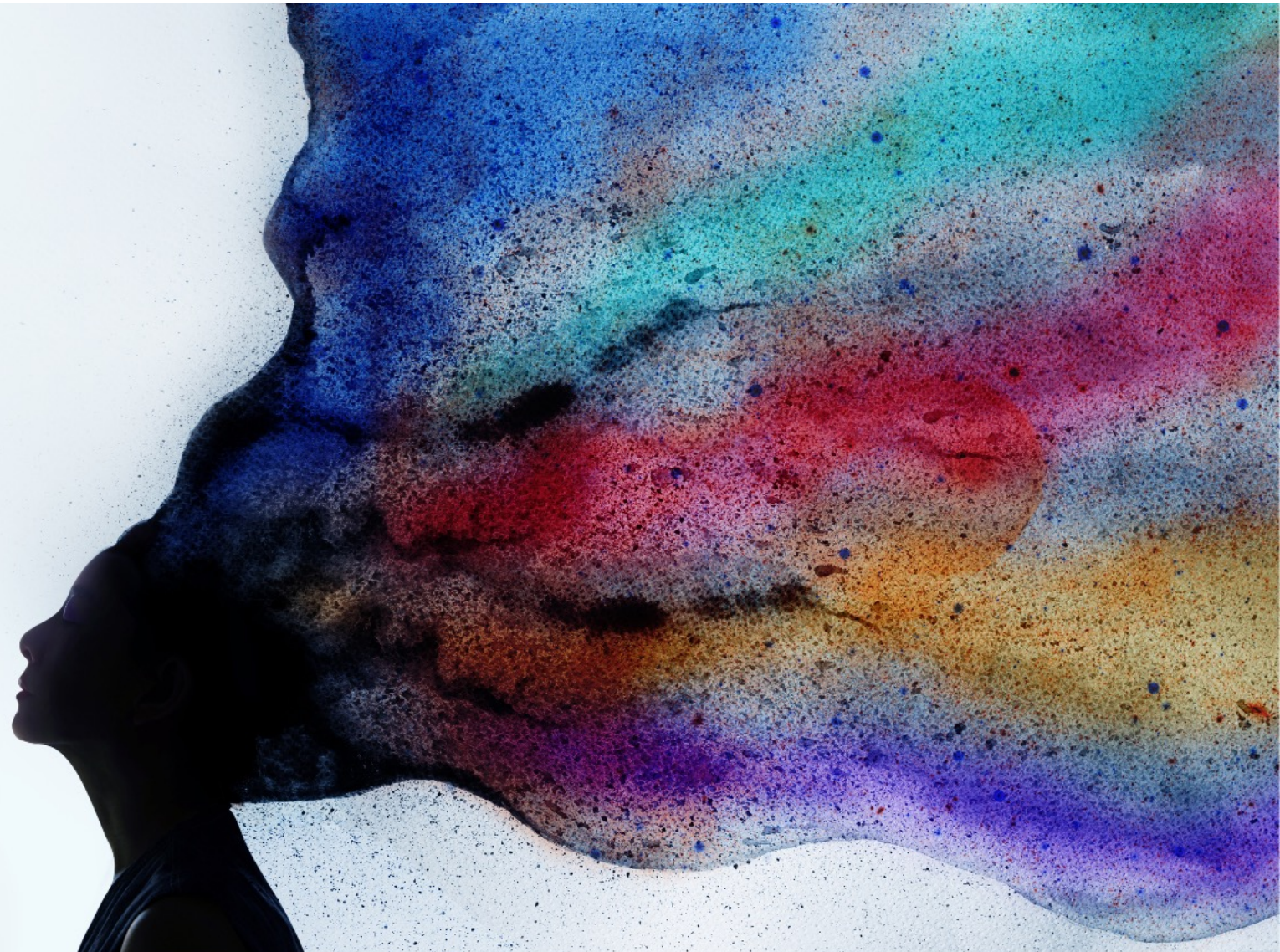
From the July–August 2010 Issue

[Link](#)

QUICK EXERCISE

Take a deep breath, close your eyes, keep your eyes closed, and picture someone on your team.

Don't be embarrassed – no one can see you, their eyes are closed too.



The Most Noble Profession



MANAGING YOURSELF

How Will You Measure Your Life?

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From the July–August 2010 Issue

[Link](#)

Imagine one of your team members arrives at their desk one morning with a relatively strong level of self-esteem.

Then picture this person signing out of shift and transitioning to personal time 8 or 10 hours later, feeling unappreciated, frustrated, underutilized, and demeaned.

Imagine how profoundly this person's lowered self-esteem affected the way they interacted with their children, family, friends, and community.

Now, imagine another day, when this person ends shifts and steps away from their desk with greater self-esteem—feeling that they had learned a lot, had been recognized for achieving valuable things, and played a significant role in the success of some important initiatives.

Imagine how positively that affected this person.

“My conclusion: Management is the most noble of professions if it’s practiced well. No other occupation offers as many ways to help others learn and grow, take responsibility and be recognized for achievement, and contribute to the success of a team.”



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PEAK SUPPORT

Thank You!



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