The Hidden KPI:

How People-First Leadership Drives Culture, Engagement, and Results



Cindy Rowe

RANDOM ACTS OF



ONE KIND ACT HAS THE POTENTIAL TO REACH 125 PEOPLE *in one day!*

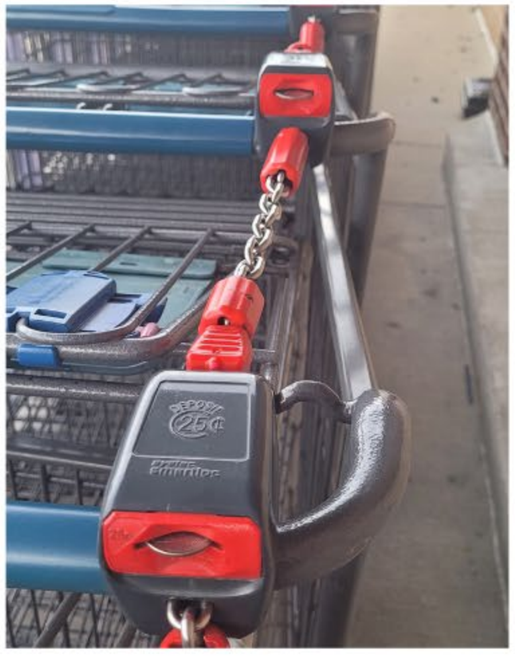
31 DAYS THAT CHANGED MY LIFE



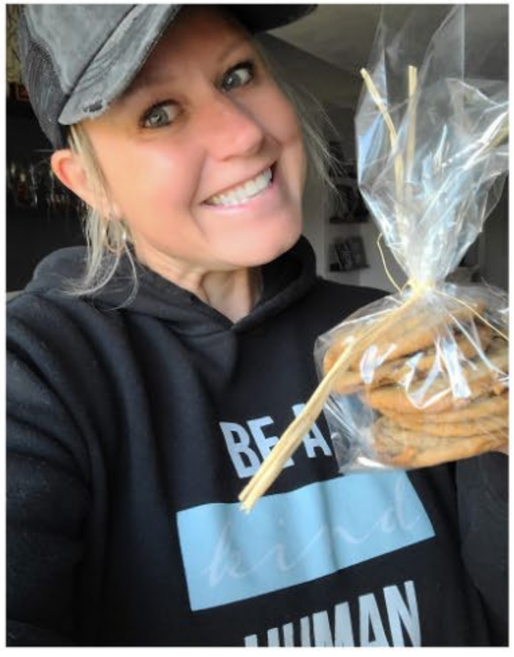

In celebration of my birthday month,
I hope you enjoy this Random Act of
Kindness
#31DaysofKindness

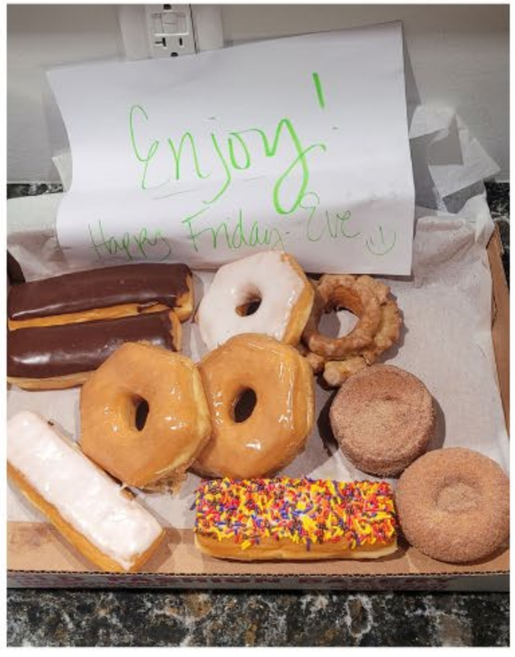

You deserve a high five!


In celebration of my birthday month,
I hope you enjoy this Random Act of
Kindness
#31DaysofKindness




THANK YOU!




Enjoy!

KINDNESS HAS A RIPPLE EFFECT AND IT STARTS WITH YOU

being nice vs. being kind

DO I HAVE FOOD IN MY TEETH?





Kind:

Giving constructive feedback to a colleague with the intention of helping them improve and grow in their role.



Nice:

Avoiding any criticism or sugar-coating feedback to spare their feelings.



NOTHING
INSIDE-ME
CARES
ENOUGH



Kindness is:

A commitment in thought, word and action to leave everyone and everything better.

SOME PEOPLE
THINK KINDNESS IS
A WEAKNESS.

BUT IT IS
A STRENGTH.

Engaged, satisfied, and energized employees at work is at a historic low.

These are links to important performance outcomes like: productivity, employee retention, customer service, quality of work and profitability.

GallupPoll

IN BUSINESS, IT PAYS TO BE KIND.

BACKED BY RESEARCH

93% of employees would stay with a kind employer/boss

Employees would take a kinder boss over a 10% raise

Companies that focus on a kindness culture retain employees 8-10 times more than companies that don't

BusinessSolver Report, NBC Poll, Kindness in the Workplace survey from the Born This Way Foundation

KINDNESS CULTURE

01 REDUCES BURNOUT

02 BOOSTS PRODUCTIVITY

03 INCREASES ENERGY

04 LIGHTENS THE MOOD

05 INCREASES HAPPINESS

06 FORGES STRONG TEAM RELATIONSHIPS

07 BUILDS TRUST

08 BUILDS POSITIVE CONNECTIONS

09 INCREASES ENGAGEMENT

Journal of Applied Psychology

KINDNESS DECREASES:

PAIN

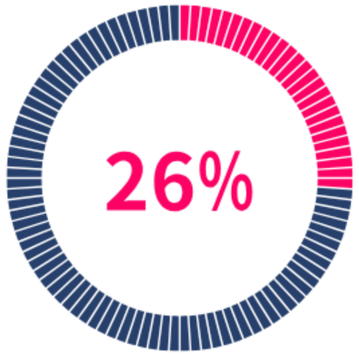
HEART RATES

ANXIETY

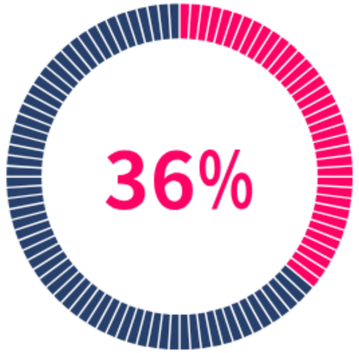
DEPRESSION

BLOOD PRESSURE

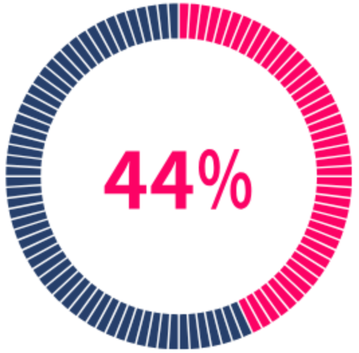
STRESS



MORE ENERGY



MORE SATISFACTION



MORE COMMITMENT

Association of Professional Executives (APEX) Report

KINDNESS AT WORK LOOKS LIKE...

01 PUSHING BACK AN IDEA YOU DON'T AGREE WITH

02 SPEAKING UP WHEN VOICES AREN'T BEING HEARD

03 HONEST, DIRECT, & TOUGH FEEDBACK

04 FOSTERING A SENSE OF INCLUSION

05 LISTENING WITHOUT INTERRUPTING

06 TREATING OTHERS WITH RESPECT

07 VALUING THE VIEWS OF OTHERS

08 COMMUNICATING WITH A PERSONAL TOUCH

09 ACCOMMODATING PERSONAL ISSUES

Creating a Culture of Kindness



VALUE EMPLOYEES

FLEXIBILITY

POSITIVE WORK ENVIRONMENT

VALUE PEOPLE

- Show appreciation/recognition
- Start meetings with recognition/celebrations
- Say thank you, be specific
- Make a “right” list



- One-on-one meetings
- Personal/professional development opportunities
- Recognize Birthdays/Work anniversaries
- Use their name

FLEXIBILITY

Flexibile work hours

Work remotely



Job sharing

Compressed Work Weeks

POSITIVE WORK ENVIRONMENT

- Open communication
- Opportunities for feedback
- Discourage toxic behavior



- Reward Positivity/Kindness
- Encouraging collaboration
- Psychological safety in meetings

SELF-CHECK TIME!

Do I create space for others to speak?

How do I react under pressure?

When was the last time I asked for feedback?

What's one way you can bring more kindness into your leadership style?



Small Choices, Big Difference

- [ ] Lead by example
- [ ] Send a quick “thanks!”
- [ ] Celebrate small wins
- [ ] Check in on people, not just productivity
- [ ] Offer help before being asked
- [ ] Assume positive intent
- [ ] Give grace

@CINDYAROWE |LINKEDIN: CINDY ROWE

“The best leaders understand that kindness is the bridge that connects policies with people, transforming workplaces into communities.”

THANK YOU!

cindyarowe

Cindy Rowe Public Speaker

cindy@thecindyrowe.com

www.thecindyrowe.com

The Kindness Advantage with Cindy Rowe

www.bekindcrew.site

CODE: KPI

for a free HIDDEN KPI PLAYBOOK download

