PEOPLE 1ST LEADERSHIP

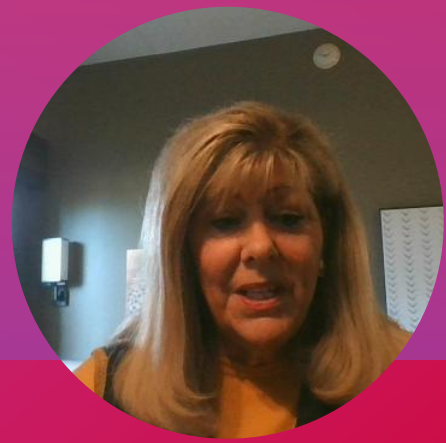
CREATING IMPACT AND MAKING A DIFFERENCE

https://youtu.be/LaSRhnJsLS8



OHIO SHRM 2026
SPEAKER - JILL KOPANIS
NATIONAL SPEAKER
VICE PRESIDENT HUMAN RESOURCES

DECISION

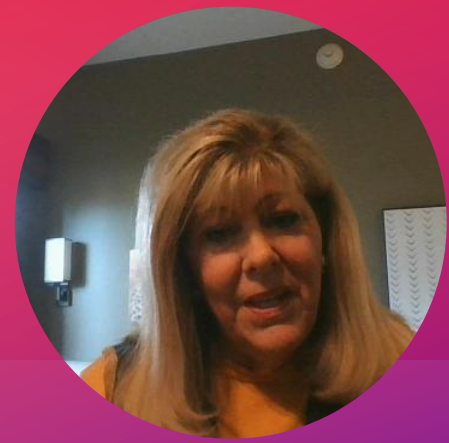








JILL KOPANIS



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5 LEADERSHIP STYLES

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5 LEADI

10

Bureaucra

Hierarchic
and duty-foc

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Transactional

Performance-focused

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Transforma

Challenging
communica

7

Pacesetter

Helpful and
motivational

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Activated Leadership

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6 LEADERSHIP STYLES

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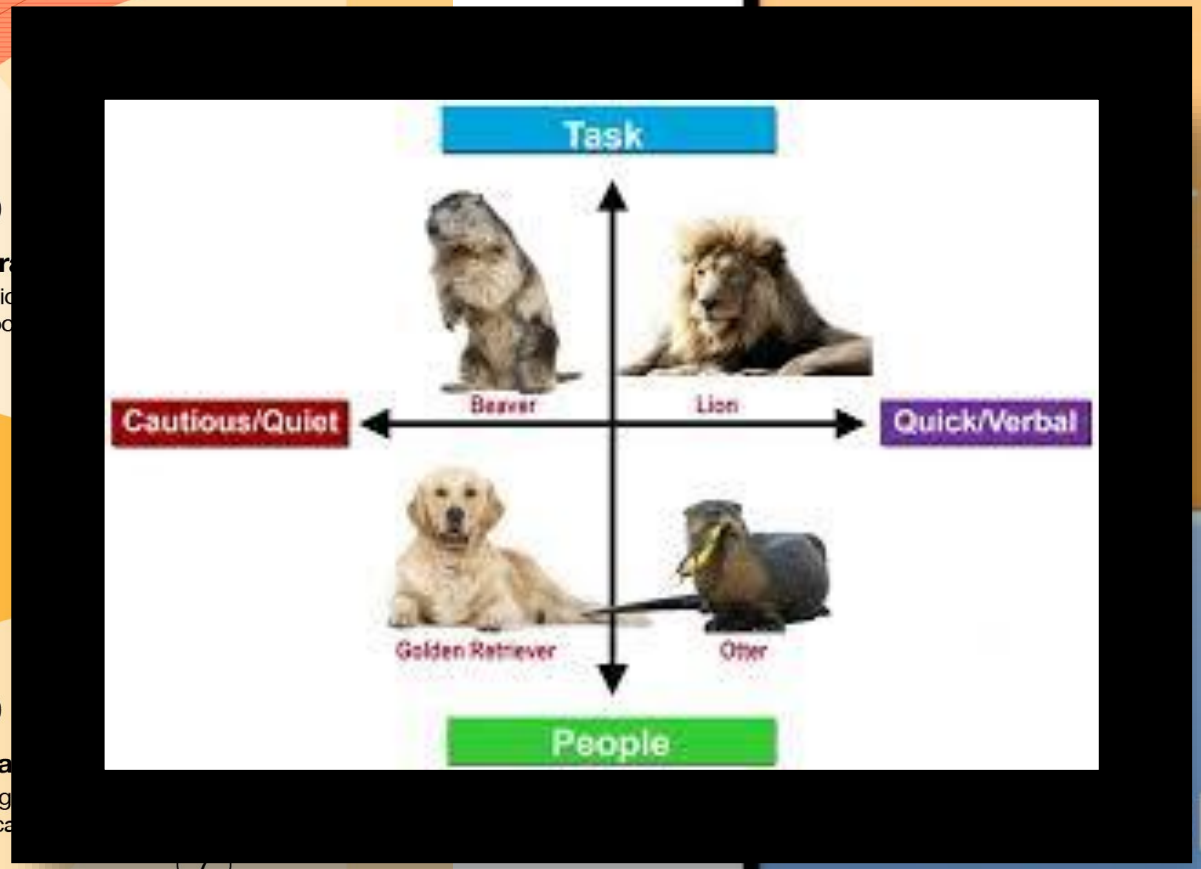






STOP DOING WHAT EVERYONE ELSE IS DOIN
FIND THE RIGHT BANDWAGON



WHAT IS YOUR LEADERSHIP MISSION STATEMENT?

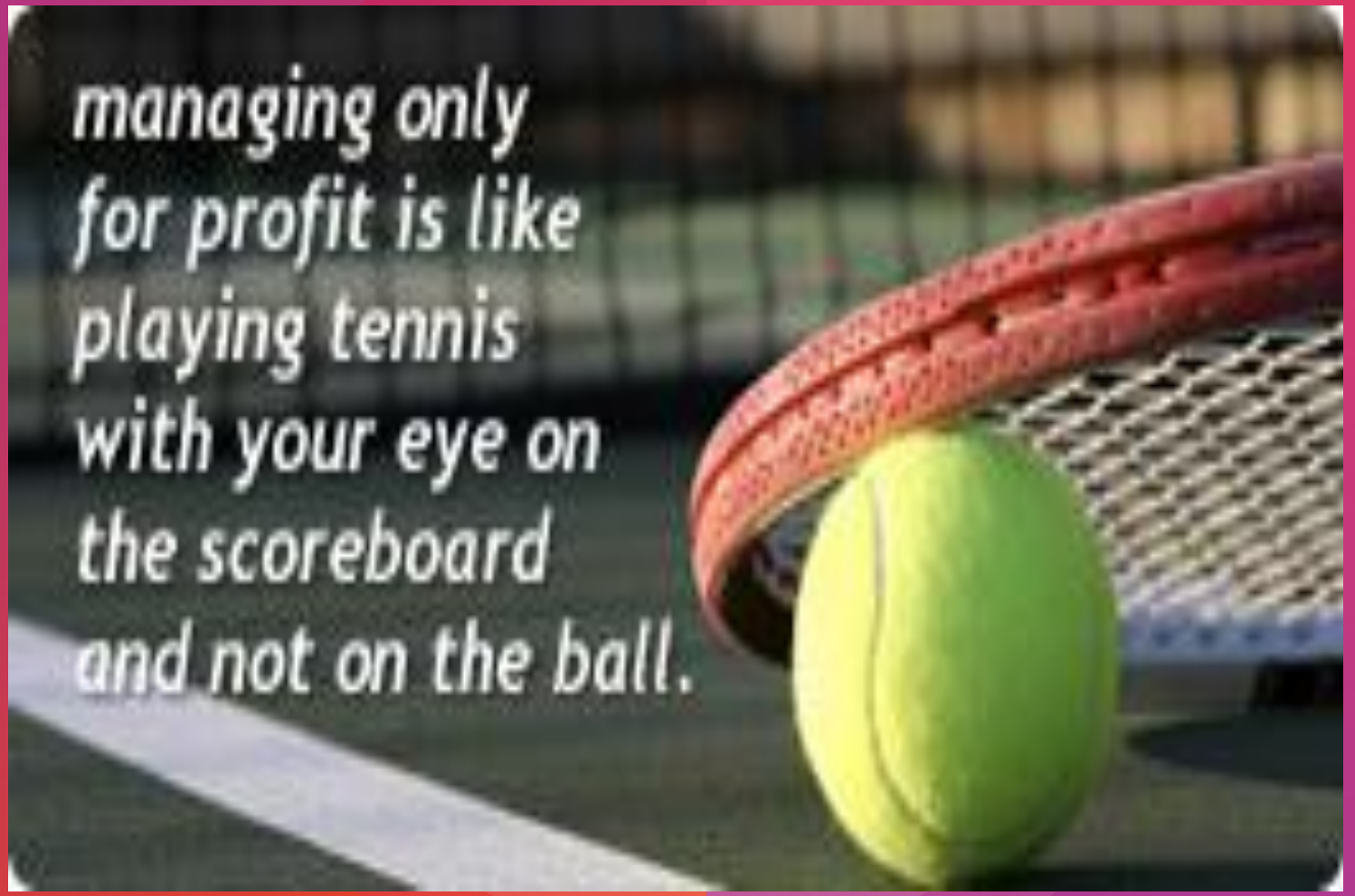




PEOPLE 1ST LEADERSHIP






managing only
for profit is like
playing tennis
with your eye on
the scoreboard
and not on the ball.




STORY of my Life
NOAH
- The Barista -
Collection: Leadership
SIMON SINEK

"IT'S NOT THE PEOPLE IT'S THE LEADERSHIP"



PEOPLE 1ST LEADERSHIP

L.E.A.D. ERSHIP



PEOPLE 1ST LEADERSHIP

L.E.A.D.ERSHIP

- L.ead Self and Others



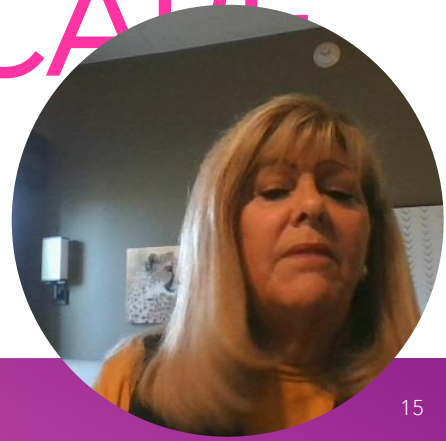


DO THE RIGHT THING



DO THE BEST YOU CAN

ALWAYS SHOW PEOPLE YOU CARE



"IT'S NOT THE PEOPLE IT'S THE LEADERSHIP"



DO THE RIGHT THING

DO THE BEST YOU CAN

ALWAYS SHOW PEOPLE YOU CARE





PEOPLE 1ST LEADERSHIP

L.E.A.D.ERSHIP

- L.ead Self and Others
- E.ngage, Empower & Encourage




STRONG AND TRUE

PEOPLE 1ST LEADERSHIP

L.E.A.D.ERSHIP

- L.ead Self and Others
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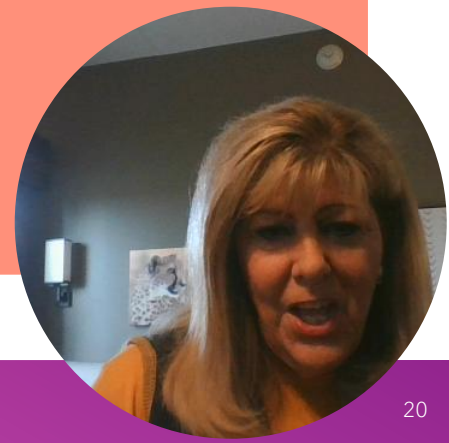


"IT'S NOT THE PEOPLE IT'S THE LEADERSHIP"

Coach Curt Cignetti
IU Head Coach

- **Hire good people – trust them – let them do their job!**
- **Leadership is about empowering others. Create an environment where everyone feels valued**

2017	2 wins	7 losses
2018	2 wins	7 losses
2019	5 wins	4 losses
2020	6 wins	1 loss
2021	0 wins	9 losses
2022	2 wins	7 losses
2023	1 win	8 losses

2024 8 wins 1 loss
2025 9 wins 0 losses

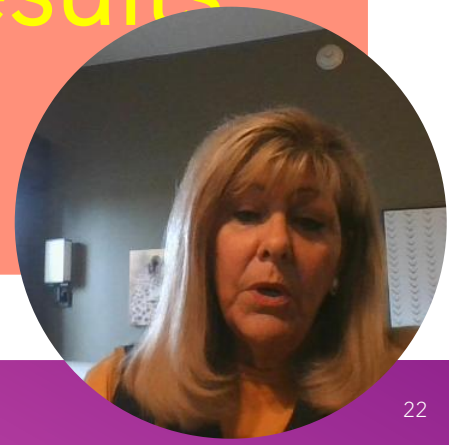
- Win – Big 10 Championshi
- Win – Rose Bowl (Jan 1)
- Win - Peach Bowl (Jan
- National Championsh



PEOPLE 1ST LEADERSHIP

L.E.A.D.ERSHIP

- L.ead Self and Others
- E.ngage, Empower & Encourage
- A.chieve Results



CHERYL BACHELDER - CEO POPEYES CHICKEN



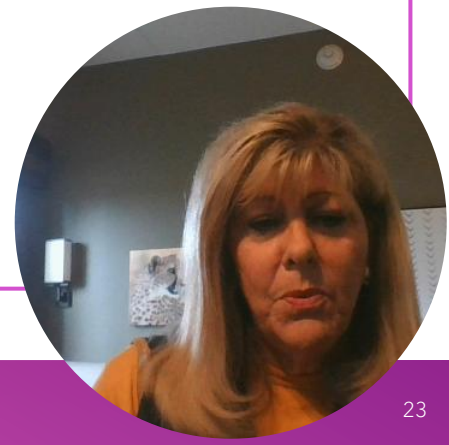
"Leadership is not about your ambition.
It is about bringing out the ambitions of your team."

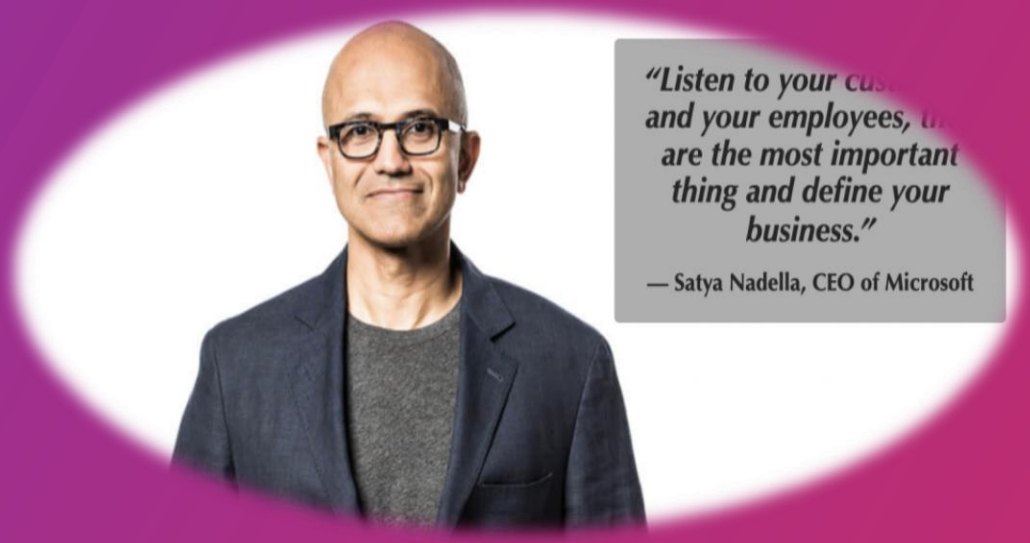
- Company of brink of bankruptcy when she took over
- Recognized that culture was a priority - not an after thought
- Talk/Listen tours - Determined 7 top issues
- Built relationships with franchise owners
  - Felt supported (safe environment)
  - Felt heard (listen)
- Developed her People
  - Coaching & mentoring
  - Felt supported (safe environment)
  - Felt heard (listen)



Popeyes Six Principles intended to inspire leaders & achieve superior results:

1. We are passionate about what we do.
2. We listen carefully and learn continuously.
3. We are fact-based and planful.
4. We coach and develop our people.
5. We are personally accountable.
6. We value humility.

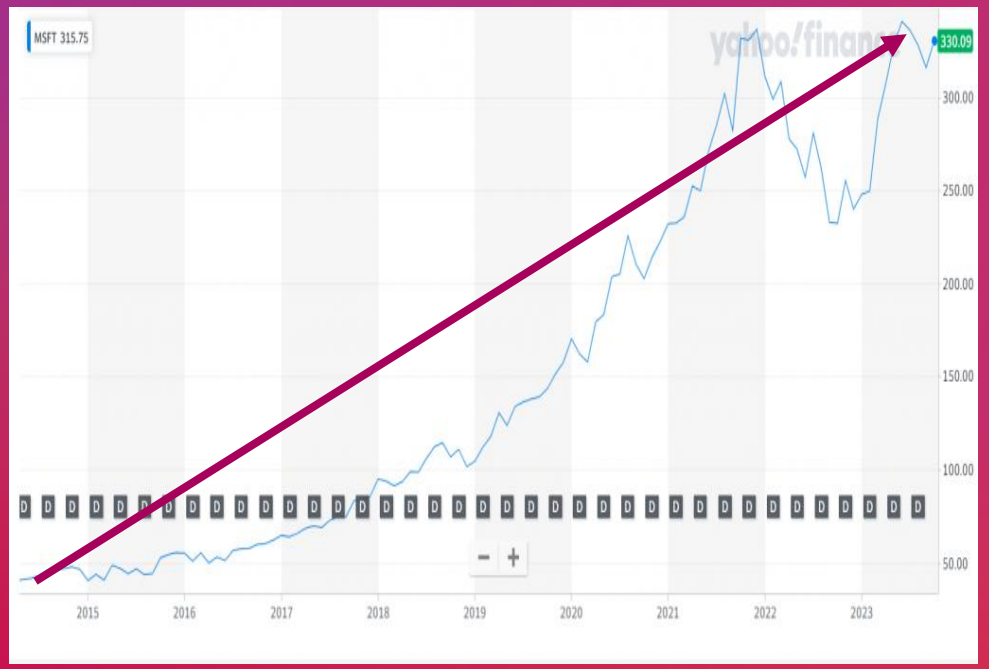


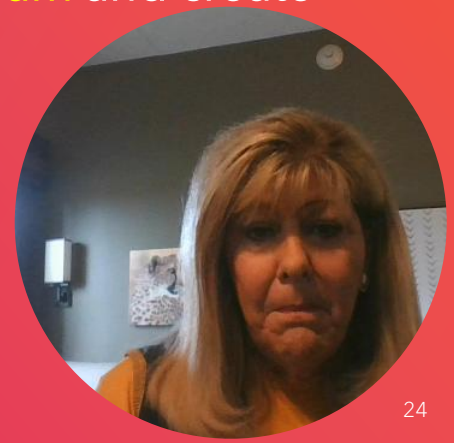


Satya Nadella – CEO Microsoft

"Listen to your customers and your employees, they are the most important thing and define your business."

- Took over 2014 & changed company culture
- Made listening to employees at all levels a priority
- Shifted culture toward
  - Innovation
  - Inclusion
  - Engagement
- Success over circumstances – deliver great results not excuses.
- Leadership Positivity – inspire your team and create contagious enthusiasm.



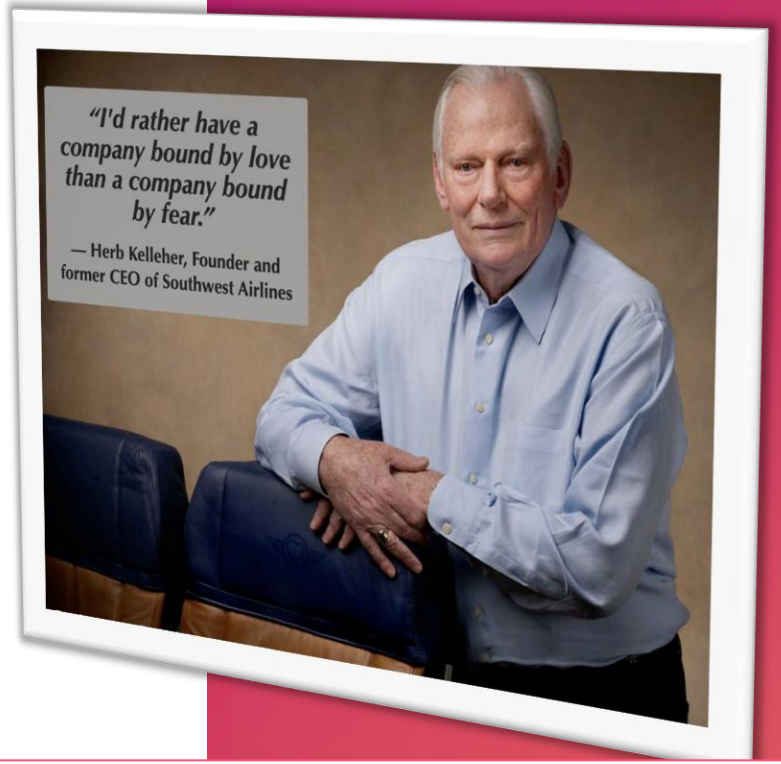


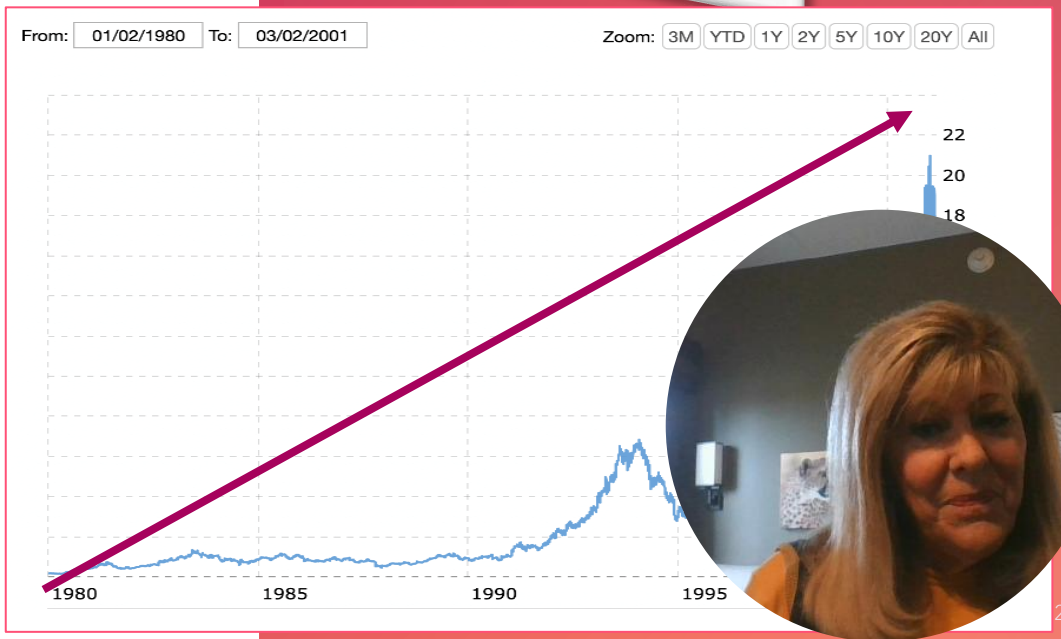
Herb Kelleher,
Founder/Former CEO of SouthWest Airlines

“I’d rather have a company bound by love than a company bound by fear.”

- Start with employees and the rest follows from that. Your employees come first. If you treat your employees right, guess what? Your customers come back.
- Belief: a leader’s most important role is to build a strong culture by hiring the right people.
- Employee happiness and customer experience were top priority.
- 40-year streak of consecutive profitable years – unheard of in the airline industry

Employees + Fun Culture = Profits







PEOPLE 1ST LEADERSHIP

L.E.A.D.ERSHIP

- L.ead Self and Others
- E.ngage, Empower & Encourage
- A.chieve Results
- D.ifference M



DIFFERENCE MAKER

One who challenges status quo to make a Difference





DIFFERENCE MAKER

TO MAKE A DIFFERENCE IN JUST ONE PERSON'S LIFE





"IT'S NOT THE PEOPLE IT'S THE LEADERSHIP"

BUT . . . WHAT ARE WE DOING TO PUT OUR LEADERSHIP FIRST SO THEY CAN PUT THEIR PEOPLE FIRST?



LEADERSHIP TRAINING THROUGH THE YEARS







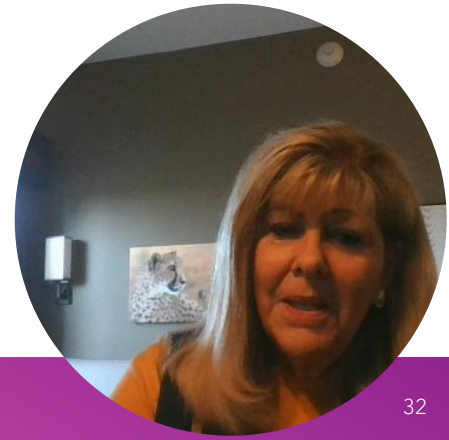









The hat that holds the secret numbers to tomorrows Leadership Challenge
• 10 Principles of Servant Leadership
• Breaking It Down
• Listening & Empathy (Brainstorm)
• Conceptualization (Innovation)
• Foresight (Decide)






Ready to Build!






The 1st sink


Skill- basket shot while paddling!






Great Clips
Budweiser
MUDDY
53






SET THE TARGET
CHART THE COURSE
LEAD THE WAY






SET THE TARGET

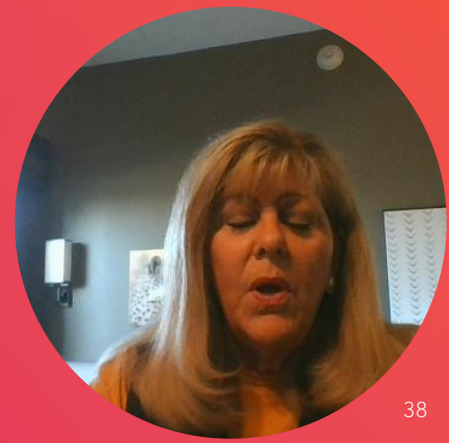
PEOPLE 1ST LEADERSHIP

HELP GUIDE YOUR MANAGERS AND LEADERS TO LEARN HOW TO TAKE CARE OF YOUR EMPLOYEES . . . WHO IN TURN WILL TAKE CARE OF YOUR CUSTOMERS.



WHAT IS YOUR LEADERSHIP MISSION STATEMENT?







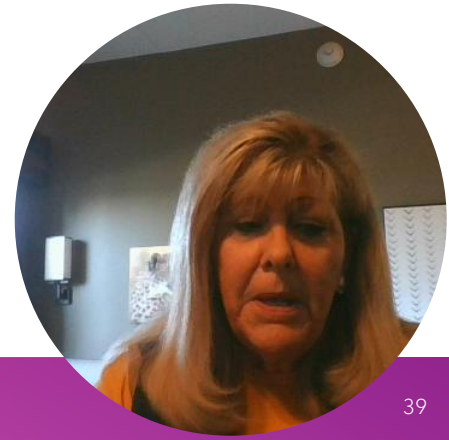
L.E.A.D.ERSHIP

Lead Self and Others

Engage, Empower and Encourage

Achieve Results

Difference Maker



PEOPLE 1ST LEADERSHIP

LEADS SELF AND OTHERS THROUGH ENGAGEMENT, EMPOWERMENT AND ENCOURAGEMENT TO ACHIEVE RESULTS AND BECOME A DIFFERENCE MAKER.

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