



## Avoid These 3 Mistakes That Are Costing You Results and Retention

# Top 3 Leadership Mistakes That Cost You Great People

...and how to fix them fast.

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## Mistake #1: Confusing Culture with Perks

- 🔄 Free snacks ≠ strong culture.
- ✅ Culture lives in habits, not just happy hours.

### Quick Fix:

- ✓ Anchor recognition to core values.
- ✓ Celebrate behaviors that reflect your mission-not just results.

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## Mistake #2: Avoiding Hard Conversations

- 🗣️ Silence creates stories.
- ➡️ If you don't clarify, your team will assume—and rarely in your favor.

### Use the SBI Framework:

SBI = Situation – Behavior – Impact

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- Situation: Describe when and where it happened.
- Behavior: Focus on what the person did (not your assumptions).
- Impact: Share how it affected you, the team, or the work.

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## Mistake #3: Leading with Logic, Forgetting Emotion

- 💬 High EQ isn't "soft" –it's smart.
- 👥 Belonging drives performance.