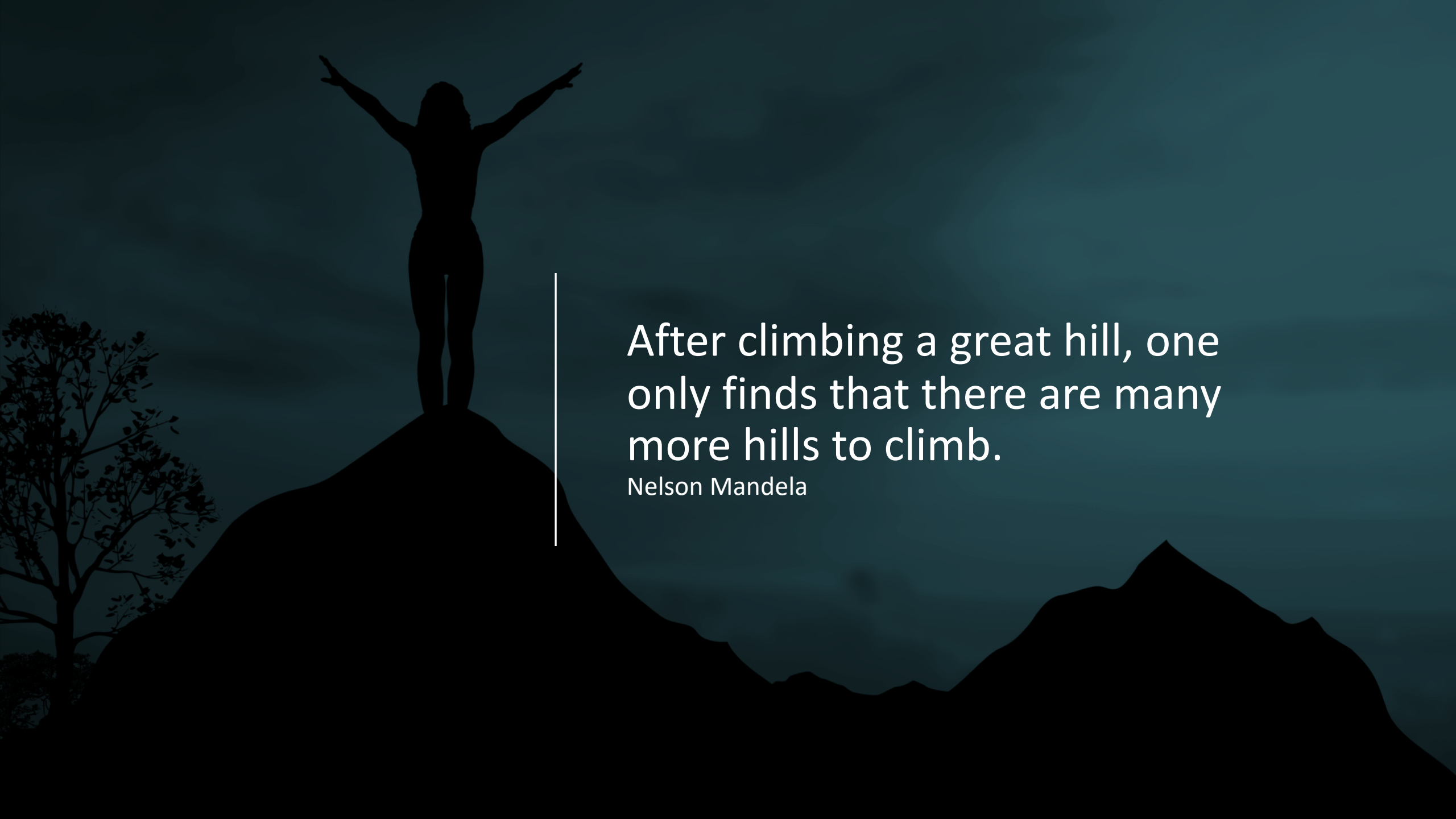
Are You Valued?
The ROI of Being You

Margaret Spence - CEO,
C. Douglas & Associates, Inc.



About Margaret Spence

- Margaret Spence works with organizational leaders to question barriers to executive leadership for women by removing unconscious biases, challenge limiting assumptions, and she helps women leaders find the power to lead with authenticity.
- Margaret is the author of Leadership Self-Transformation: 52 Career-Defining Questions Every High-Achieving Woman Must Answer. She is the founder of The Employee to CEO Project and The Ten-X Leadership Academy for Women.
- Margaret is also the CEO of C. Douglas & Associates, Inc. a leading risk and human resources consulting company based in West Palm Beach, Florida.

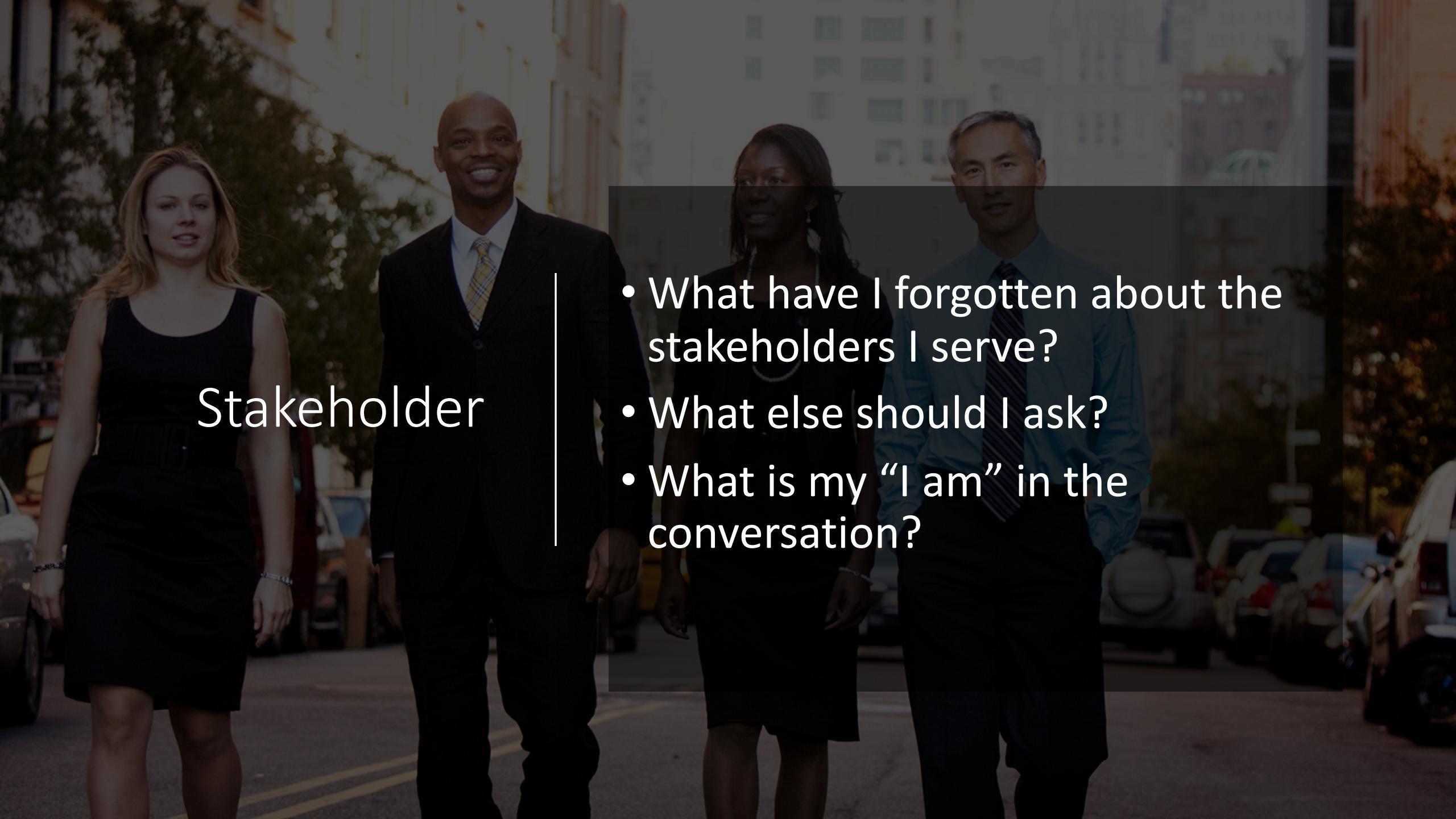

After climbing a great hill, one only finds that there are many more hills to climb.
Nelson Mandela


WHAT IS YOUR VALUE?


WHO KNOWS YOUR VALUE?


WHAT DO THEY KNOW ABOUT
YOUR VALUE?


What are the organizational goals and mandates and are you a valued member of the team?



Stakeholder

- What have I forgotten about the stakeholders I serve?
- What else should I ask?
- What is my “I am” in the conversation?

WE MUST ESCAPE “THE DRAMA TRIANGLE”



01

VICTIM

Whiny, Complaining, It’s me against them.



02

PERSECUTOR

Finger waving Micro-Manager. It’s your fault. No it’s their fault. Oh dear, it’s my fault.



03

RESCUER

“I will fix it” – Even if I burn myself out doing so. I have full intentions of fixing everything and everyone.

CULTURAL IQ:
THE ART OF INNOVATION DEMANDS DISRUPTION



We must live in the “Zone of Influence”

React	Influence	Create
Adjust	Initiate Change	Motivate Others
Acquire New Skills	Guide and Coach	Stakeholder Experience
Continuous Cycle	Communicate Effectively	Maintain Enthusiasm
	Resource Provider	

CONGRUENCE OF THOUGHT: (E+C+D)
ART OF ASKING POWERFUL QUESTIONS

Cultural IQ
What would it mean to our organization if we developed our Cultural IQ at a granular level?

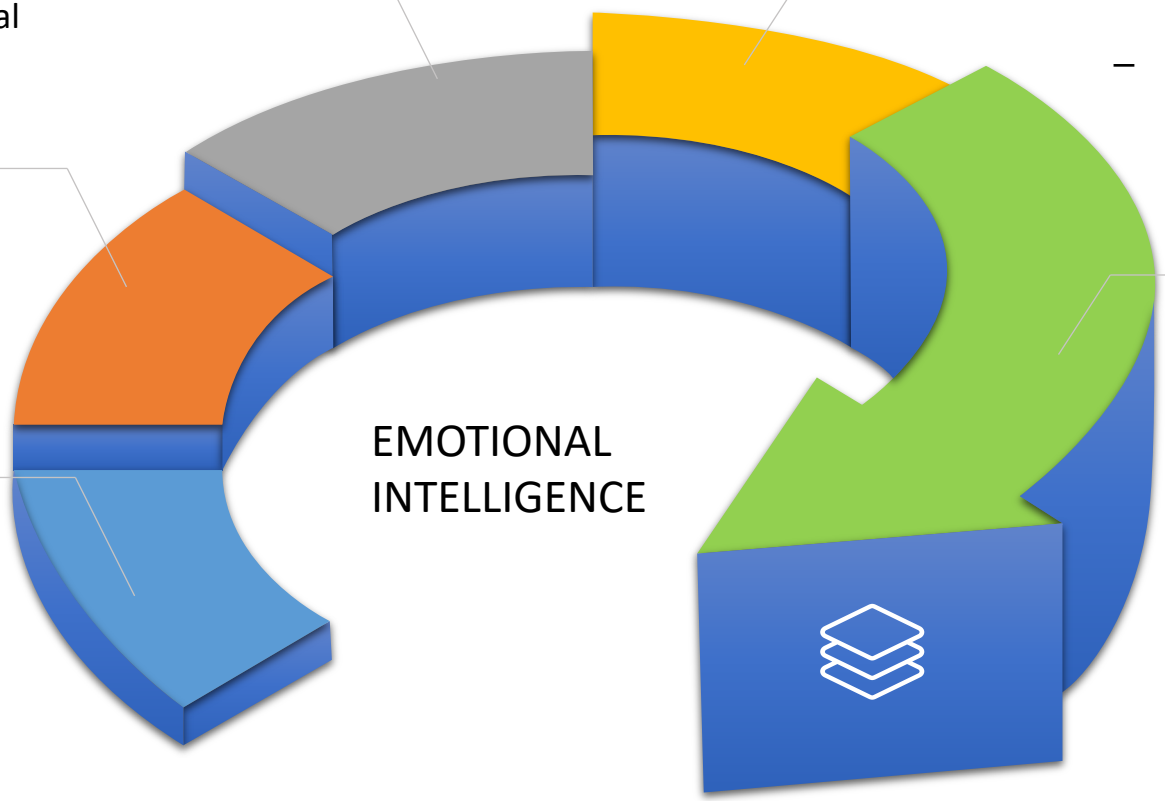
Emotional Intelligence (EI)
What would it mean to our brand if we stopped underestimating emotions and sentiments?



Design Thinking
What would it mean if I changed the way I view my role in Risk Management?

DESIGN THINKING: CONNECTING STAKEHOLDERS TO EVERY OUTCOME

- **Openness**
  - Examine the complexity of the problem
  - Non-judgmental observations
- **Education**
  - **View Failure as Teachable Moments**
  - Look, Listen, Try, Do, and Learn
- **Inclusion**
  - Hear all voices
  - Steward of Organizational Culture
- **Apply EI**
  - Exhibit thoughtful restraint
  - Ask What Else?
- **Stakeholder**
  - Focus on user experience
  - Facilitate Engagement



THE SEVEN C'S OF SOCIAL CHANGE

Leading Change Requires Each of Us to Be: **Innovators, Disruptors, and Influencers**.

