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## Outline for Talk to Delta One Group

C. William Pollard

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## Outline for Talk to Delta One Group

Via WebEx – Thursday, April 30, 2015

1. Delta is the Greek word for change. It represents the fourth letter of the Greek alphabet. During my leadership of ServiceMaster the Delta One group of leaders were referred to as the change makers of ServiceMaster. These leaders were able to manage change by initiating change and making things happen.
2. The reality of life and the reality of business is change. One thing certain about tomorrow is that it will be different than today. You either manage change or it will manage you.
3. How do we deal with change? Can we anticipate it? Can we use change to our advantage as we seek to grow our business? As we seek to understand who we are and where we are going.
4. How does change affect the way we lead?

5. Change can be disruptive. As you manage change, it is important to know and understand what in life doesn't change. Like the reality of God. And the truth that every person has been created in the image and likeness of God with dignity and worth and their fingerprint of potential.
  
6. To Honor God in all We Do and To Help People Develop in their work are end goals of life. If they become an integral part of the way we do business we will be better able to manage change and to accomplish the means goals in business of serving our customers with excellence and growing profitably.
  
7. Being able to manage change can become a competitive advantage in your business. This was a reality over my years of leadership at ServiceMaster. Our business doubled in size every 3-1/2 to 4 years, growing from a little over \$2 million in revenue to over \$7 billion in revenue and serving more than 10 million customers in the U.S. and 45 foreign countries.

8. Is managing change a reality in your business today? I believe your participation in Delta One will help you in the growth and development of your business, and in the growth and development of your people and, yes, in your own personal growth and development.
9. You are all leaders. But as Peter Drucker reminded us, a leader has only one choice to make – to either lead or mislead. Leadership is an awesome responsibility and there is no room for casual choices because misleading not only affects the leader, it affects the people that follow.
10. As a leader what will be your choices for the future? My desire and dream is that each of you will excel in what you do in your business and how you develop relationships with others, with your family, with your spouse and with God.

11. There will always be changes in the Tides of this Life of ours.

My words to you today are similar to the words that Joseph said as he was stepping back from his leadership position of the children of Israel when he said: "Choose for yourself this day who you will follow and serve, but as for me and my house we will serve the Lord." The Hebrew word for serve is Avodah. It has three meanings, to worship, to work and to serve. For me it represents the reality that our work can be a worship to the God we love as we serve others.

12. I have one more dream for Delta One. And that is someday it will include not only those of you I am talking to today and other ServiceMaster franchisees, but that it will also include franchisees and small business owners who are not part of the ServiceMaster family but who have a desire to Honor God in their work and in their business and to develop people not only in what they are doing but also in who they are becoming. The dynamic of this mix in Delta One will help everyone who is part of it because there will be much to share about how business can be done and should be done. You will all belong to something bigger than yourself whose sole purpose is to support you in the growth of your business.

As I close I would like to share with you this story about myself and about how I was recruited to join ServiceMaster and almost missed the opportunity to do so. (Tell story regarding Ken Hansen.)