



**FEBRUARY 10-12**  
**DAVENPORT HOTEL**

# **2026 Annual Meeting**

**SPOKANE, WA**

# **From Good to Great: Cultivating Teams that Thrive**



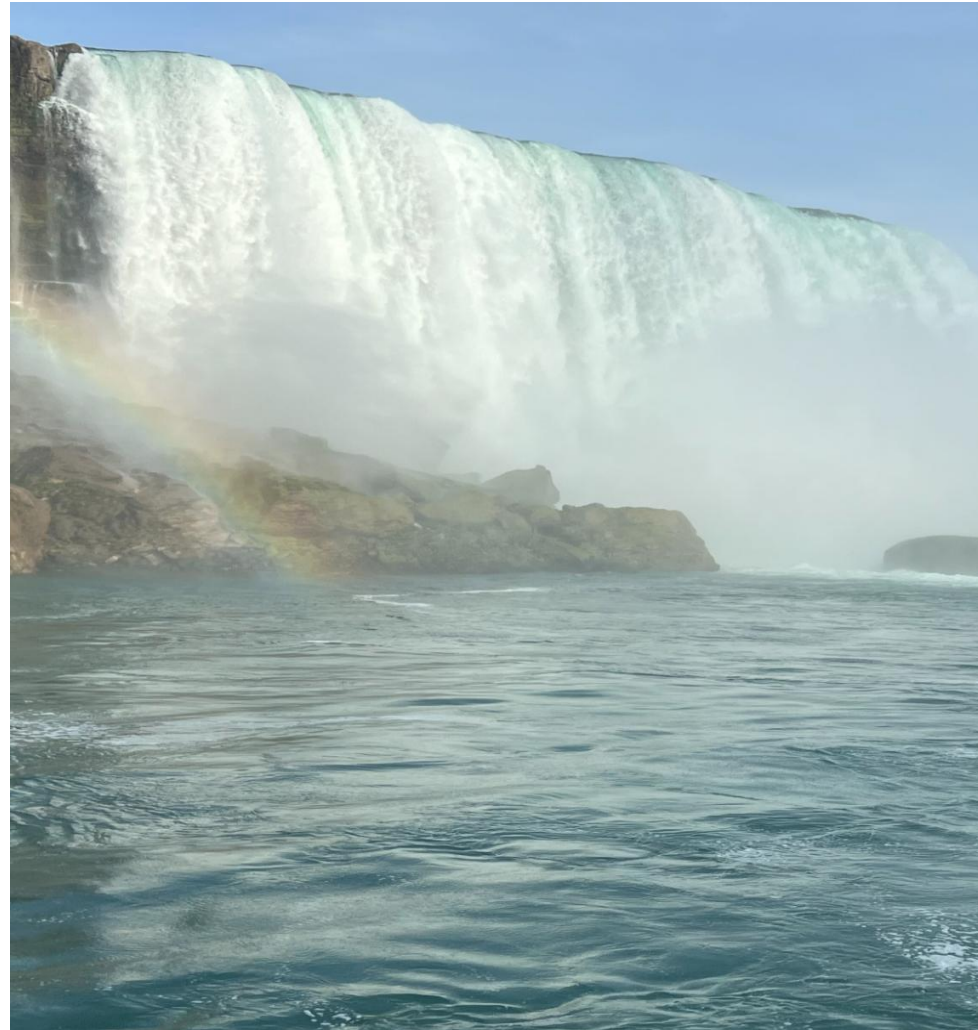
**Presenters: Amy Lotz, CAE and Emily Burch  
MCI USA**



# About Amy



# About Emily



# Learning Objectives:

- Discover how behavioral tools to enhance team dynamics and client alignment.
- Get inspired by creative programs that boost connection and culture.
- Learn strategies for matching staff strengths with client needs to boost engagement and performance.

# Our Approach to Building High-Performing Teams



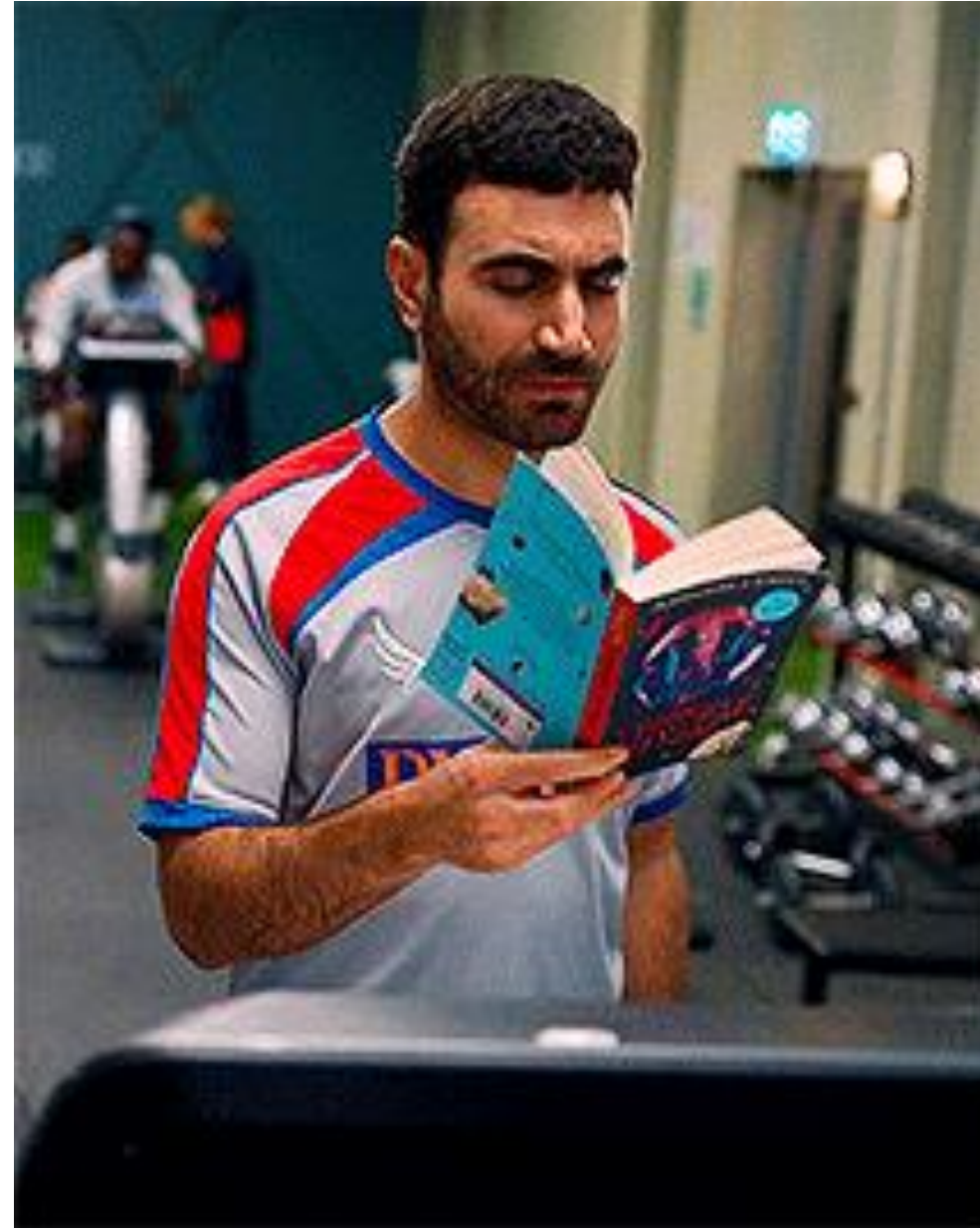
- Intentional Strategy
- Tools & Behaviors
- Culture & Connection
- Staffing

# Behavioral Tools for Team and Client Alignment



- Why it matters?
- How they improve Collaboration
- Examples of what we have learned

# 1. Each Person Is Unique

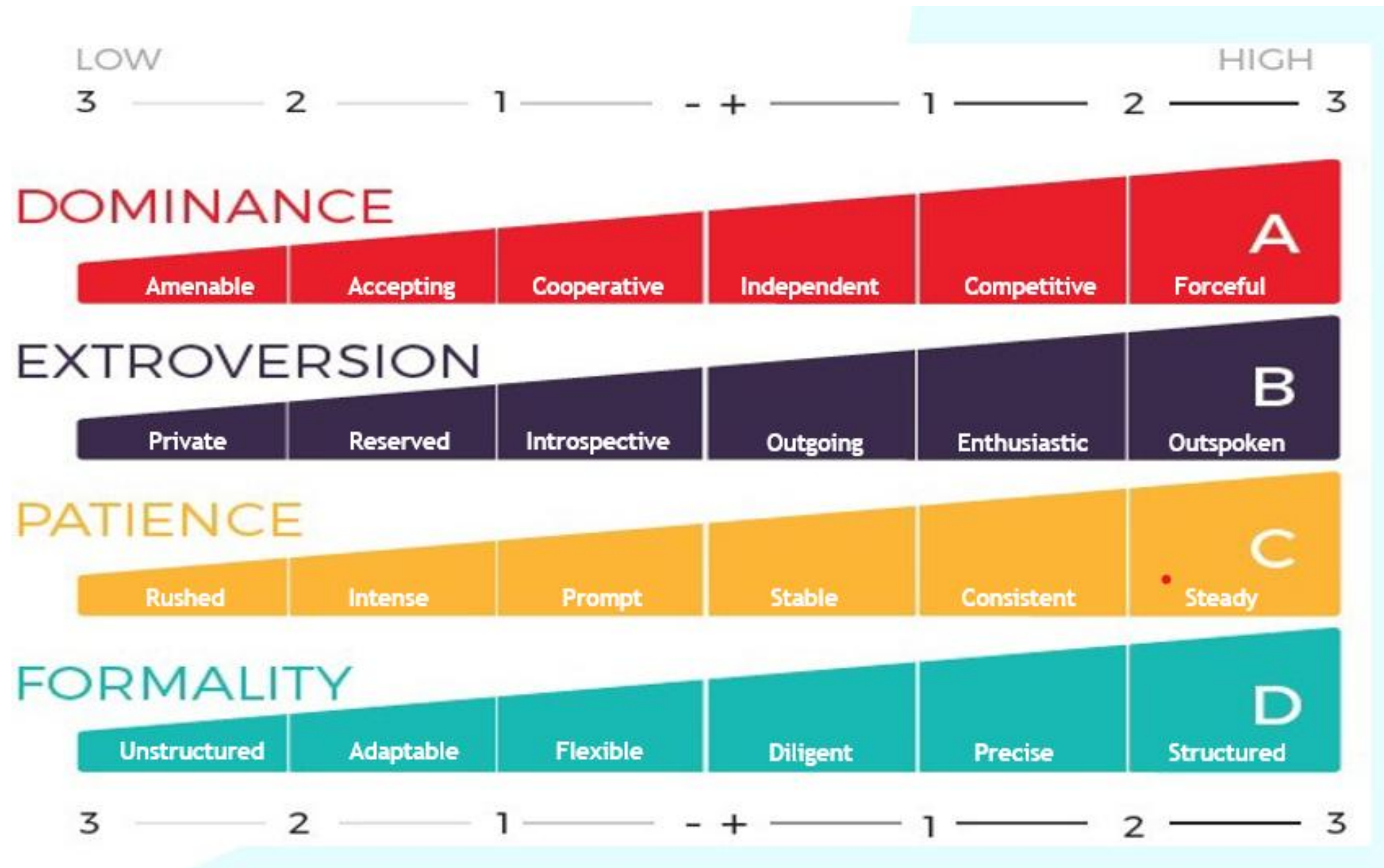


# The Predictive Index

The Predictive Index (PI) is a behavioral assessment tool that helps organizations measure the behavioral tendencies and work styles of individuals. It is used to aid in hiring, talent management, and employee development



# Four Factors



# Case Study-Meet Sara



# 2. Match Skills with Client Needs



Assessing staff skills

Understanding client workstyles and needs

Matching performance, engagement, retention

# Case Study – Meet Amanda



# 3. Recognize and Celebrate



## Milestones

Recognize and celebrate years of service (5,10, 20 years, etc.), and retirement. Doing so emphasizes mutual employer-employee commitment.



## Behaviors

Look for and recognize desired behaviors: everything from collaboration and risk-taking, to exceptional customer service and integrity. Doing so reinforces your corporate values and bolsters your culture.



## Learning

When people acquire new skills and knowledge valuable to the organization, recognize them publicly. This builds a culture of continuous learning.



## Safety & Wellness

Whether preventing accidents, standing up to bullying or harassment, providing psychological safety or participating in a wellness program, recognize people who make the workplace safer, healthier and more harmonious.



## Ideas/Suggestions

Encourage innovation and improvements by recognizing those who share ideas and suggestions.



## Actions

Use a separate reward program to incentivize tangible outcomes, like surpassing sales and profit targets. Use your recognition program to encourage the actions that lead to those outcomes, such as making more calls, conducting more presentations, landing new clients, helping colleagues, etc.

# Case Study – Team



# 4. Be Deliberate About Career Pathing



## It is not about:

Rushing up the career ladder as fast as possible



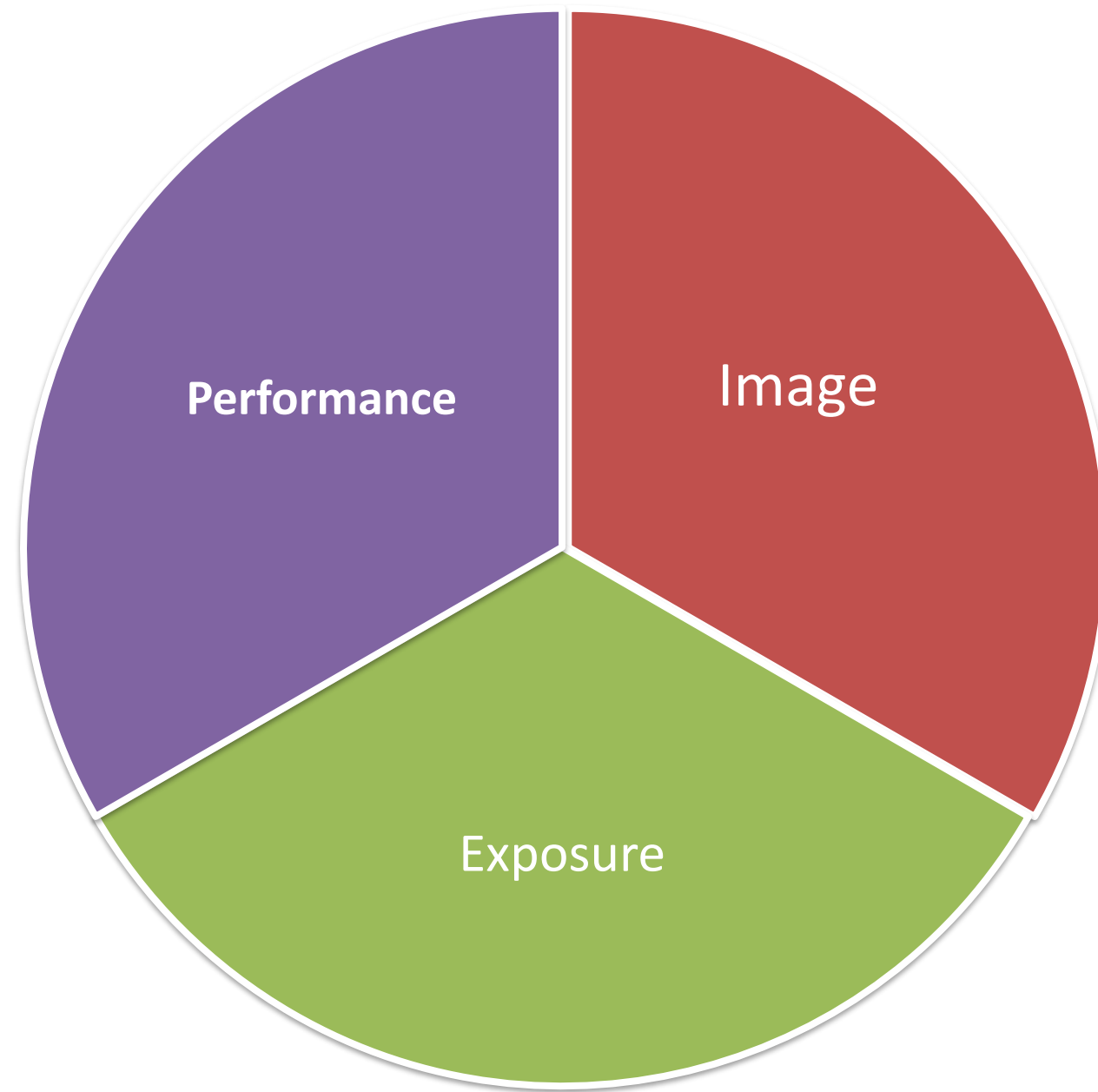
LEADERSHIP

LARGER TEAM

## It is about:

Making purposeful lateral moves that build new capabilities

# PIE



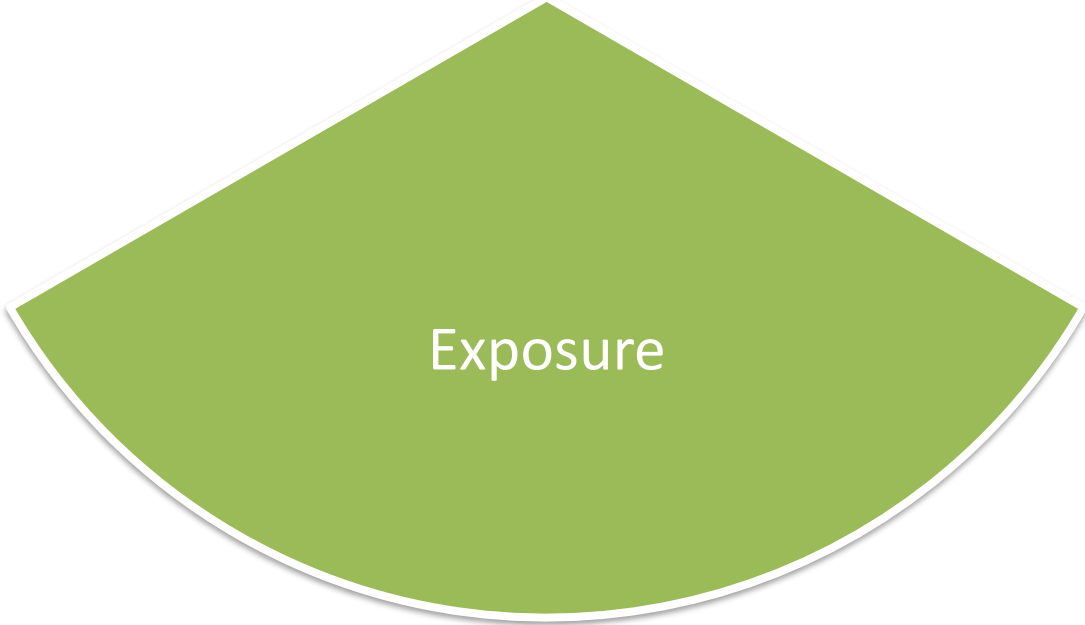
# PIE: Performance



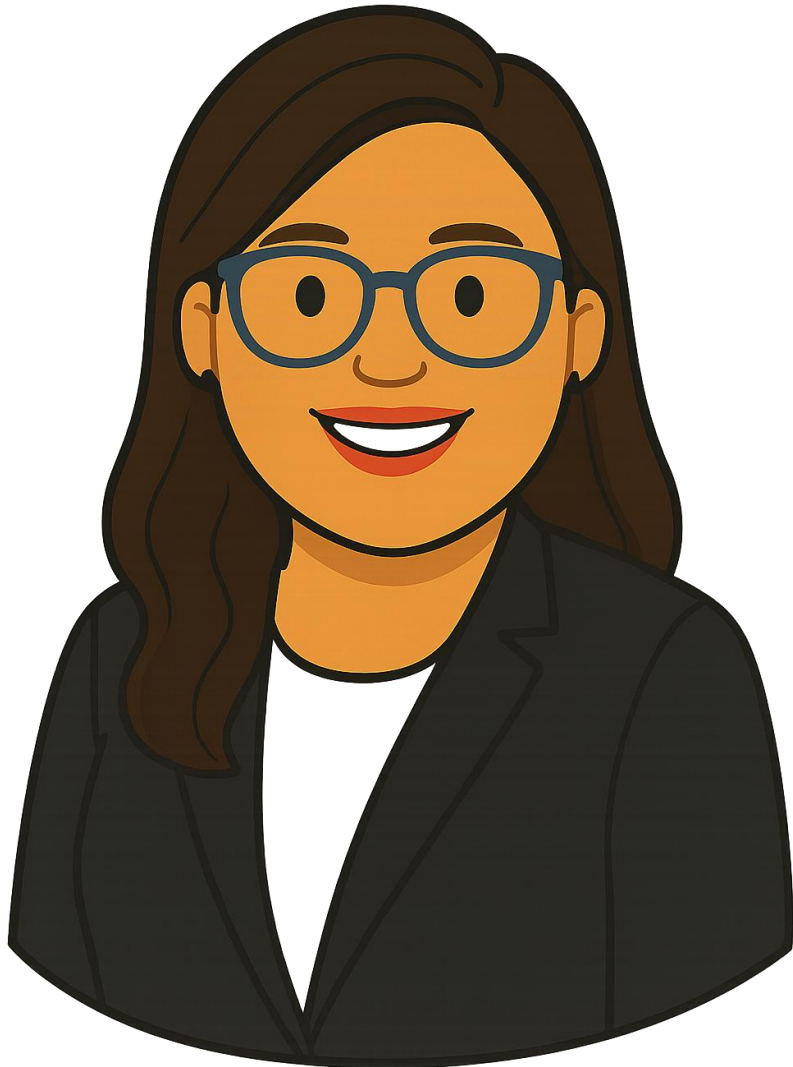
# PIE: Image



# PIE: Exposure



# Case Study – Meet Hazel



# Activity: Bringing It All Together

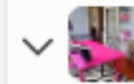


**What's your one takeaway from today?  
What is one way you are going to think differently  
about your staff management?**

# Online Channel and Talent Recognition



Teams and channels



MCI USA



General

Blooming Talents

Diversity, Equity and Inclusion

Good Vibes Only

IT Info Tips and Tricks

Leadership Development 

MCI Gives Back - Volunteer

MCI's High-Five Sports Loun...

Pet Therapy

# Buddy and Mentor-Mentee Program



✔ Buddy



🎓 Mentee

Director of Education

SAP SuccessFactors 

# Team Building Events By Geography



# Connect with Us



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**Thank YOU for taking  
time to learn today!**