

**CITY FURNITURE
&
PEOPLE FIRST
2014**



City Furniture begins the People First journey



{ fun + friends }

Chief Celebration Officers!



Let's
celebrate!

NOTHING

SAYS

Love

LIKE FAMILY

"People First training has been amazing! I have a whole new outlook on the way I view my family, my purpose partners, City Furniture, and our customers. Thank you, Dan!"

- Eric Jensen



LOGOS



"The personal drives the professional"

A GOOD LIFE

BEGINS WITH PURPOSE AND PASSION



"People First has actually helped me in slowing down by really listening in both home and work life. We are so busy in both places, and many times I don't have the patience to wait around for anything else or anyone else's situations. Before, my patience was only saved for work issues, and by the time I got home, it was gone. I now have more patience at home because of People First. My family appreciates that. Really appreciating the people you have around at all times is something we should do unconsciously." ,
- Khiusttin Ruiz

**"Be the PURPLE
tile on the gray
wall"**

"You want me on that wall, you need me on that wall" - David Sapirman

EXAMPLE

"People First has shown me how to be a professional, patient person. I have learned through People First the type of person I am. It puts things into perspective on how to deal with and treat other people. I let my guard down, because I am confident in how to assist my purpose partners. It has also taught me to think outside the box. I now am able to flex to others' needs to make it a win/win situation. Thank you for putting me through People First."

- Marietta Rodriguez



Empowerment!

"The class has helped me identify any gaps I have had in my communication with our Associates. It has made Associates' relations with me much better."

- Phil Abrams



"Give your Purpose
Partners permission
to fail"

AUTHORITY



"I just wanted to say thank you, Dan, for all the passion you gave day in and day out in presenting People First! You truly are a great speaker, and your energy is infectious. People First has helped me to take a step back and appreciate the little things more. I love catching the team doing something right vs. catching them doing things wrong. Before, I waited for the results in order to praise people. Now I look to praise the positive behavior ahead of the results. I hope to implement this along with many other things you've taught me. Thanks so much for everything!"

- Jeff Amann



excellence
center for

"First, the interaction with our fellow purpose partner was definitely a value added endeavor. Dan and the curriculum have had a positive effect on me and the people around me, both in the personal and professional arenas. I feel that I have picked up skills and techniques that will make me a better manager and leader. Thanks!"

- Daniel Carrasco

"People First is great. Since I have started going to class, I now find myself communicating with others very well. Thank you, People First."

- Wiltchanito Saint Jean



DESTINY



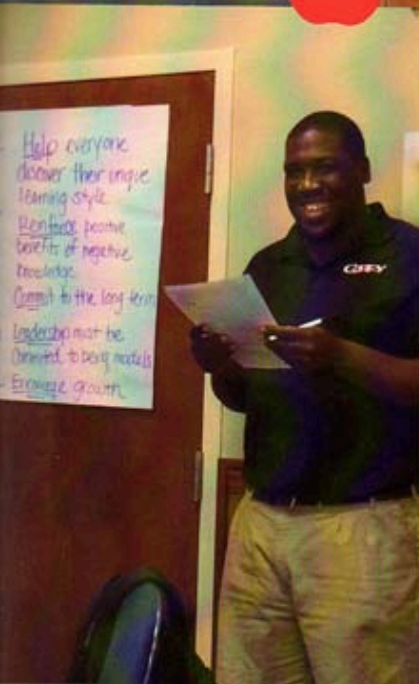
"I would like to thank Dan for all you have taught us. Every class seemed very special and taught us how to value one another."

- Mimi Hernandez



To Be the Ultimate Furniture Store

Visual
Audio
Kinesthetic



Help everyone
discover their unique
learning style
Reinforce positive
benefits of negative
knowledge
Commit to the long term
Leadership must be
committed to being models
Encourage growth



EDUCATION

"People First helped me understand how my personality and management style can help me influence others to bring out their full potential."

- Cesar Hernandez



A fire alarm won't stop People First



People First at the beach

"People First proved to me that great things do come out of treating people right and especially learning to understand your employees. Everyone is not built the same, but everyone does want to be treated like they have a purpose. It was exciting to see what I always believed being taught in class, and watching people who didn't believe before now change their views. Dan is an amazing teacher and an amazing person. We are all very lucky to have had this opportunity to go through this program. 'People First For Life'"

-Robert Grocher



SLOW PACE
INDIRECT
ASK-ASSERTIVE

FAST PACE
DIRECT
TELL-ASSERTIVE

FUNCTIONAL
TASKS
LOW-EMOTING

PERSONAL
RELATIONSHIPS
HIGH-EMOTING

RELATIONSHIPS

T	A
J	G
M	E
S	

SURVEY Says...

T-THINKER
A-ACHEIVER
E-ENERGIZER
M-MEDIATOR

Rhonda

MIKE

JAMES

ROBIN

LEAH

Jamerson

NATASHA

Laura

Sharon

Tracy

Michelle

Louise

Mike

James

Robin

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e Steps To
A Learning
on





SYSTEMS





"It has been a joy to be a part of the People First journey. It has brought us together as one big department helping us to break down our individual silos. I look forward as a Group 1 Manager spreading the word of People First throughout our organization using the acronym W.W.D.D (What Would Dan Do?)"

- Matt Ward

GETTING MY

Joy On



"People First training helped me to think outside of the box. We are all human beings and not human doings. People are more likely to work harder and be more motivated when we praise instead of always demand. It is amazing how simple praising to strangers really lifts their spirits. I have received positive feedback from my purpose partners since being a part of People First. I can't thank you enough for helping me change for the better."

- Christopher Schonfield



HAPPINESS

WWDD

Happy



"Thanks to Dan, People First has made me a better person in my personal and professional lives. I consistently make a conscience effort to be a servant leader and to celebrate our Associates and friends whenever possible. Thank you, Dan, for making me a better person."

- Carlos Gaviria



Think Outside the Box



"When we started this program, I was not interested in it, but when we started talking and learning about People First, I just wanted to keep going with the classes. Now I feel more connected with my purpose partners and have grown in my personal life in a good manner. Thanks for everything. God bless you." - John Toro



IDEATION



"Words cannot properly express how honored we are to be able to train the next round of Purpose Partners and personally develop City Furniture into a People First organization. This program has, and will continue to, transform our culture. People First is exactly what we needed!"

- Janet, Jill, Jon, & Katie



Passing on the Legacy



THE *Best*

Who is leadership at City Furniture?
"WE ARE"

IS YET
TO COME



"People First is the very best leadership program I have ever encountered that helps build strong interpersonal skills. Much of life and business is based on relationships, and People First helped me learn how to improve every relationship with simple, easy to understand methods.

Creating and living a "People First" culture is now an important goal for us at City Furniture and Ashley Furniture HomeStores. It will become one of our most important core competitive advantages." - Keith Koenig

