• **Leaders/Team Members who look to you to fix every issue.**
  - **Why?** This typically occurs because Team members are not being grown. They show up to work, do their work and go home. As the work requirements grow more complex and require greater efficiencies, the Team Members’ capabilities remain the same, resulting not only in an inability to rise to the needed performance levels, but also a reluctance to “work that hard”. This is a classic sign that you have an “employee mindset” culture instead of a “Team Member” mindset culture. Team members show up to contribute. Employees show up to get paid.
  - **Suggested Solution?** Grow your Team or upgrade to Team Members. The former requires that you implement a 360-performance development process complete with performance reviews, performance plans and growth plans. Pay increases are tied to growth. The latter requires that you **find and hire the right Team Members** to replace your employees, then implement the 360-performance development process.