

- The problem with having a merit-based program is fairness
 - How do you differentiate between team members?
 - What is the “scale”?
 - No one wants to be the bad guy and give someone a demotion
- #1 priority is engaging the neighbor
 - Surprise them with knowledge
- Being forced to do something limits engagement
- There are great benefits of rewarding people who want to learn and add value to their work
- Add knowledge to being friendly
- When he started, he changed PSP from a corporate culture to a local feel
 - Ecommerce will still keep the local feeling
 - About 5 or 6 years ago
- Emphasis on working from the bottom-up
 - 90% are internal promotions
 - Care about passion, not necessarily having a college degree
- He believes in commitment, not compliance
 - Not “you must do this” but adding a “why is this important” component
 - Explain why it is in your best interest