



The Destination of Club Manager Recruitment



Quiz

Question 1

How much of your earning potential is based on attitude, relational and interactive skills?

A) 35%

B) 55%

C) 79%

D) 85%

Answer

D) 85%

Question 2

How much of what people pick up about you is from what you say?

A) 7%

B) 15%

C) 23%

D) 45%

Answer

A) 7%

Question 3:

What was, through CMM placements, the average age of GMs in 2010?

A) 41.6

B) 45.3

C) 51.1

D) 53.4

Answer

B) 45.3

Question 4:

What was, through CMM placements, the average age of GMs in 2019?

A) 35.6

B) 39.6

C) 42.9

D) 46.7

Answer

B) 39.6

Question 5:

In the candidates that CMM have placed over the last 12 months in Club Management, on average how many LinkedIn in posts have they sent through their personal account?

A) 5

B) 12

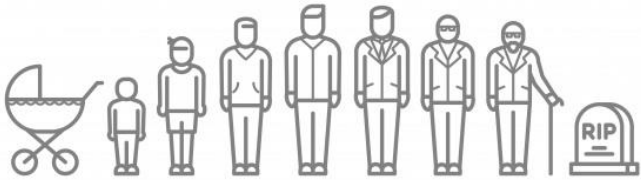
C) 18

D) 26

Answer

A) 5

Trends



Age demographic of
GM's is reducing



Average years in role
reducing



Candidate driven market



More accessibility to job
opportunities



First impression is digital

Trends



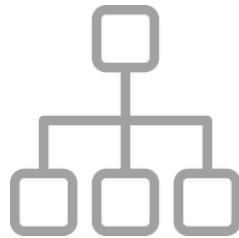
Localised hiring



Applied experience



Brand is not king



Assistant GM positions



Generational changes

Landscape

Trends

Baby Boomers



Generation X

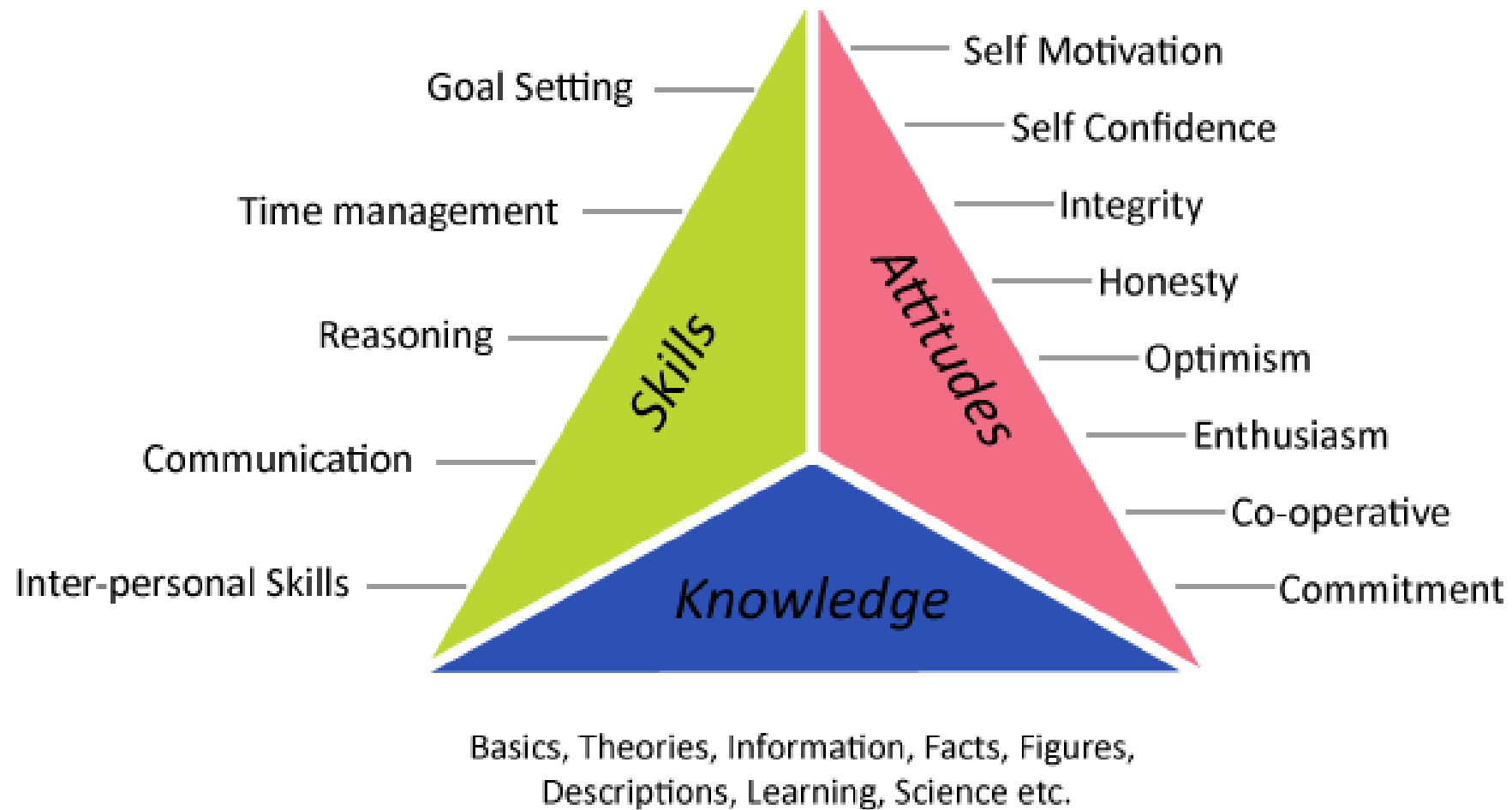


Generation Y

Generation	Working Style	Decision Making Approach	Development Expectation
Boomers	Hierarchical, measured	Cautious, authority vested in hierarchy	Expected, organisation focus
Gen X	Fair, straightforward, reluctant respect for authority		
Gen Y	Challenges authority, Short Term focus	Less risk averse, Expresses views	Expected, personal focus, Experimental

Generation	Career Development	Engagement	Leadership Style
Boomers	Progress with seniority	Loyal to organisation	Visionary, authoritative
Gen X	Progress with capability		Inspiring, pace setting
Gen Y	Progress against 'my plan'	Engagement earned by organisation	Trusted, charismatic, decisive, coach





Importance of EQ

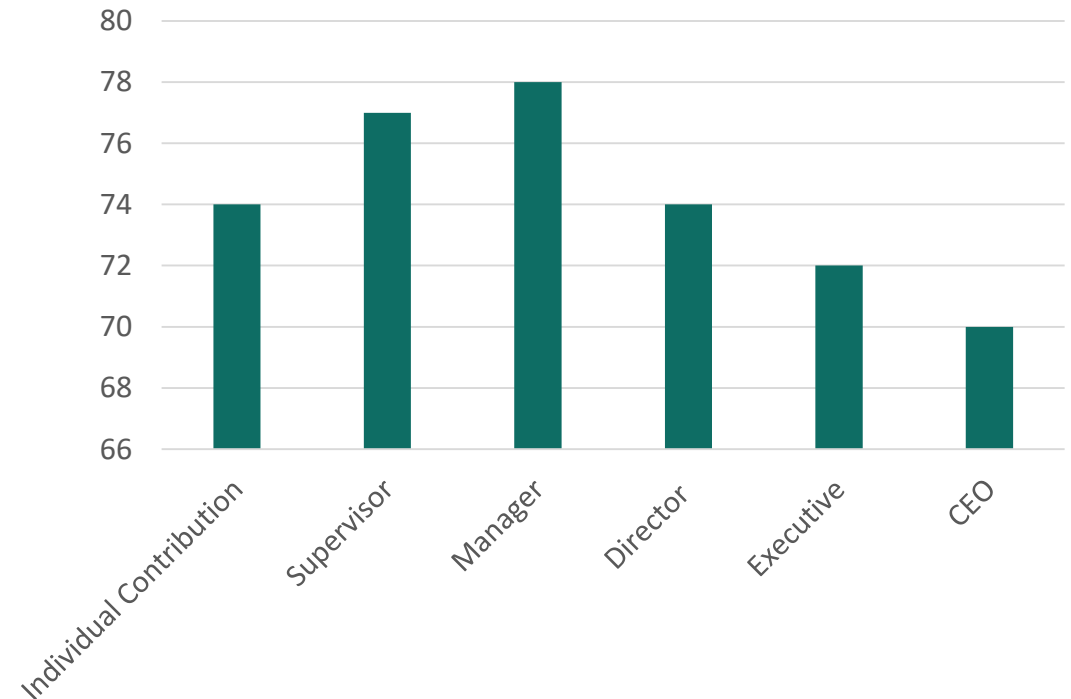
“% of one's financial success is due to one's technical knowledge and 85% is due to skill in human engineering, leadership and influencing people”

- Dale Carnegie

EQ is a predictor

90% of top performers have high EQ

58% of job performance is based on EQ



Best foot forward

Hire for attitude

Descriptive Adjectives

cheerful enthusiastic determined concise challenging caring assertive
accommodating objective firm factual well-argued reliable
accurate tactful active steady fun sensitive
strong-willed purposeful driving constant structured harmonious
reflective persuasive patient convincing cautious calculating amenable
outgoing courageous influencing diplomatic logical sociable
mobile friendly co-operative forceful conventional optimistic
loyal calm stable consistent decisive correct
impulsive daring realistic engaging exact

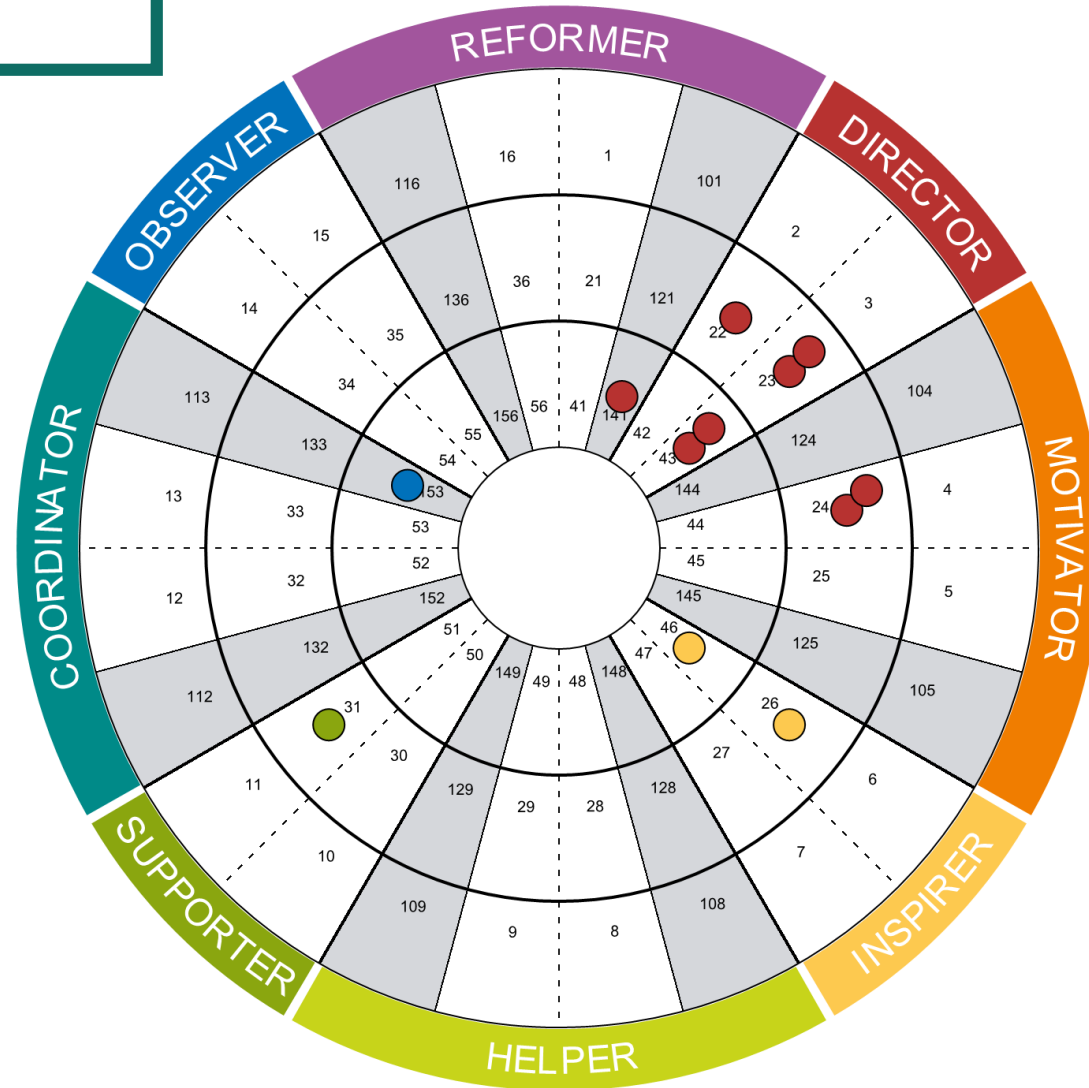
A word cloud of personality traits arranged in a grid-like pattern. The words are color-coded: red for strong/determined traits, yellow for social/active traits, blue for logical/analytical traits, orange for steady/consistent traits, and grey for neutral/reflective traits.

Row	Column 1	Column 2	Column 3	Column 4	Column 5
1	cheerful	enthusiastic	determined	concise	challenging
2	accommodating	objective	firm	factual	caring
3	accurate	tactful	active	steady	well-argued
4	strong-willed	purposeful	driving	constant	fun
5	reflective	persuasive	convincing	cautious	structured
6	outgoing	patient	influencing	diplomatic	sensitive
7	mobile	courageous	co-operative	forceful	harmonious
8	loyal	friendly	stable	consistent	calculating
9	impulsive	calm	daring	analytical	logical
10			realistic	engaging	amenable
11					sociable
12					optimistic
13					correct
14					exact

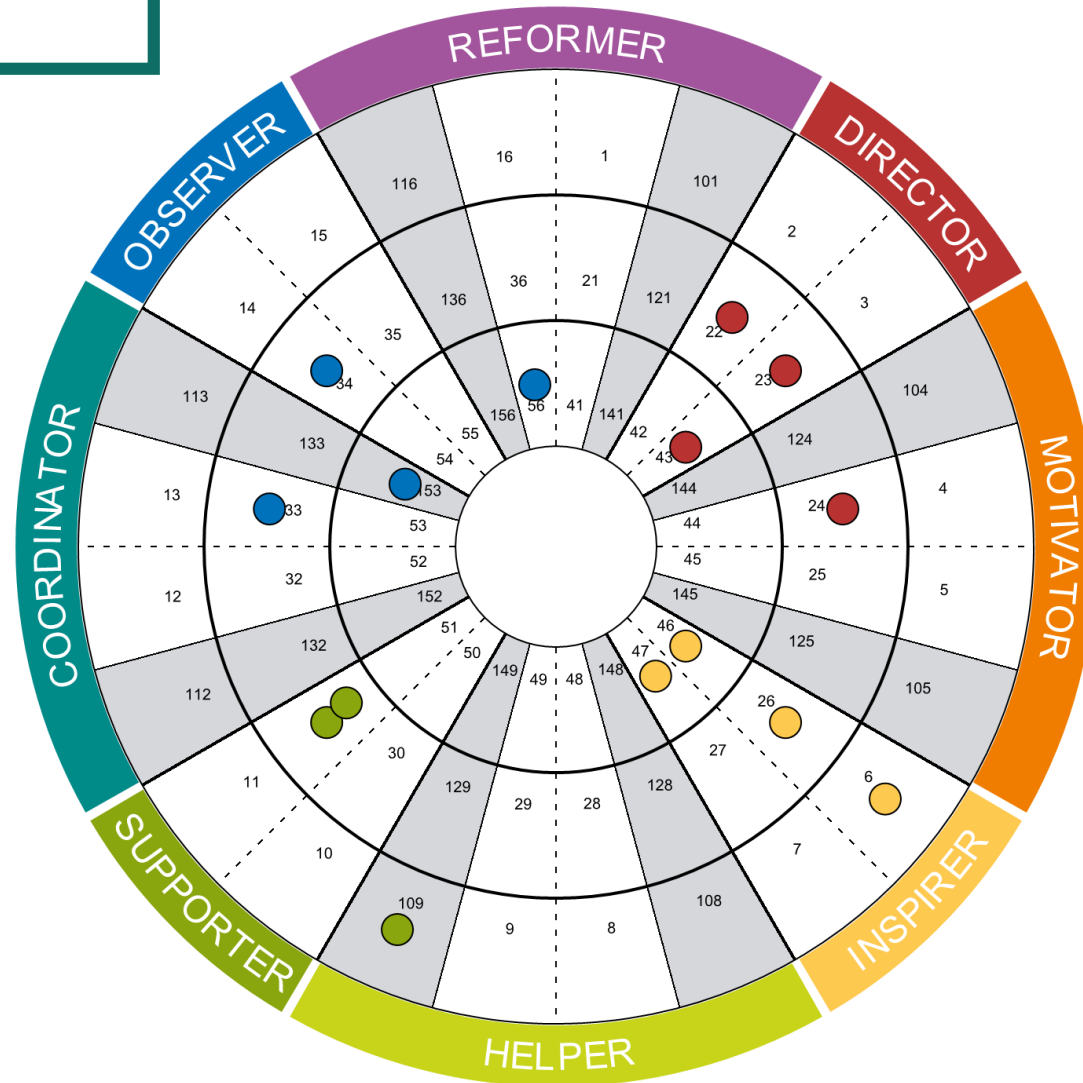
Good Day & Bad Day Behaviors



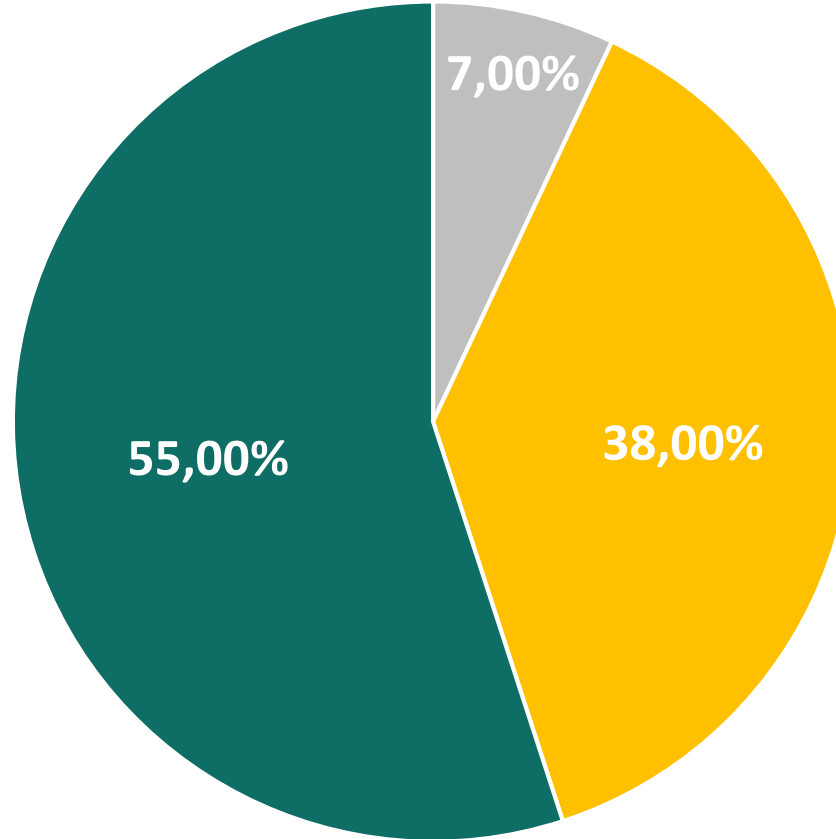
GM's & HOD's



GM's & HOD's



Communication



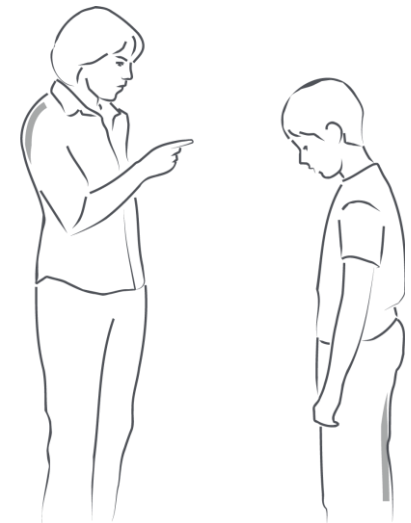
■ What you say ■ Tone you use ■ Body Language

What is Emotional Intelligence (EQ)

“ ... the ability to identify and manage emotional states ... keeping action free from distorted reactions to current events that are driven by the unprocessed distress of earlier years; and from the limiting influence of inappropriate conventions acquired by social conditioning.”

– John Heron

(Founder and Director of the Human Research Project b.1928)



EQ – 4 Criteria for Leadership

- Self awareness
- Self management
- Social awareness
- Relationship Management



2030 Club Manager

- What should we all be doing?

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