

JAKE DILLON, DIRECTOR OF TRAINING & DEVELOPMENT - ARONA HOME ESSENTIALS

LEAP • LEADERSHIP SERIES

TODAY'S SPEAKER



JAKE DILLON

Director of Training & Development

Arona Corporation dba Arona Home Essentials

Jake leads training strategy at Arona Home Essentials, building development for every stage and level, from new hires to seasoned veterans. His philosophy: with the right development and support, any employee can become a top performer and future leader.

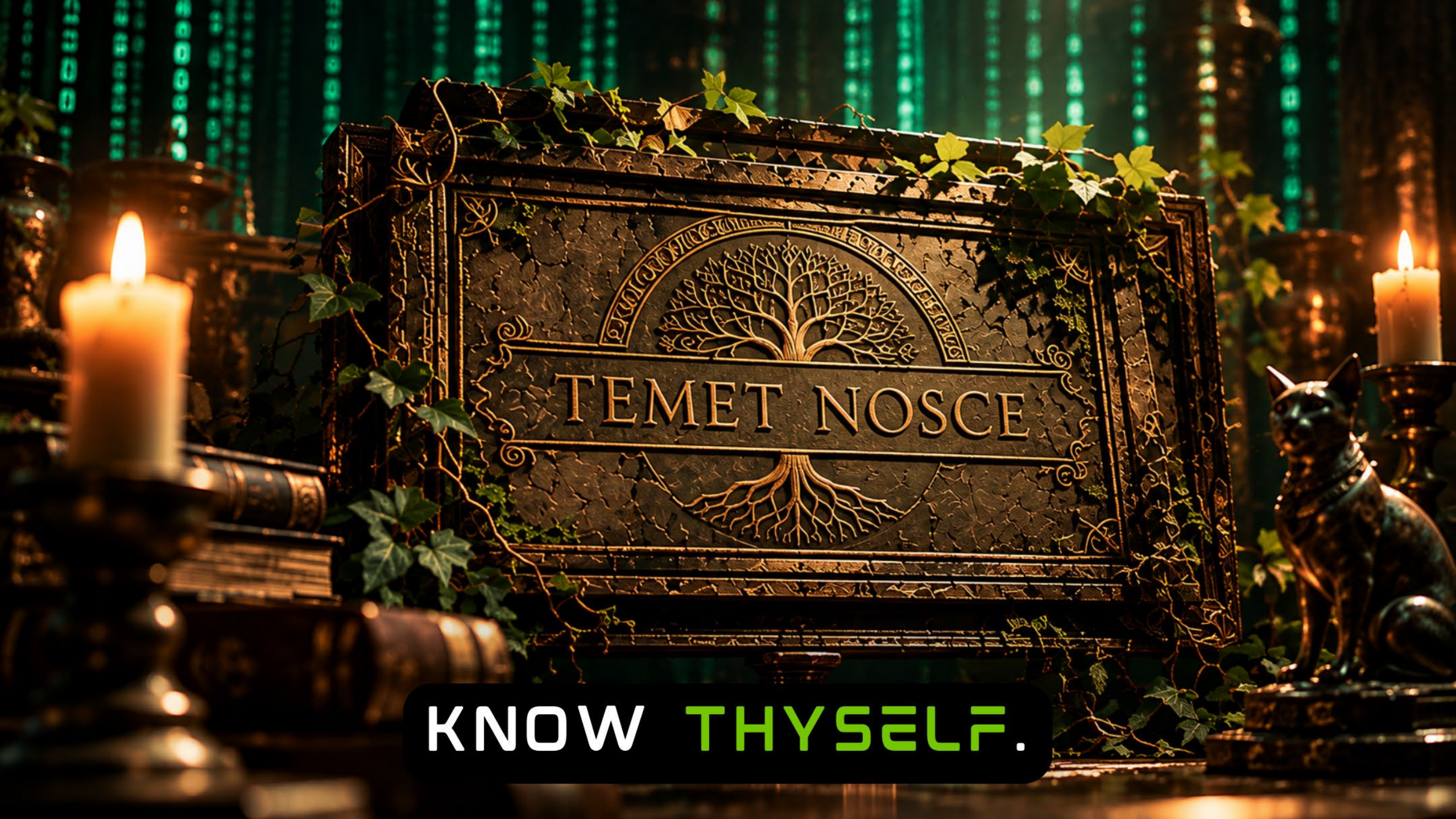
He started in rent-to-own as a delivery driver in 2007, served as a General Manager for 10 years, and was promoted to Regional Manager in 2021, so he has lived the day-to-day realities of the roles he trains.

A copy of today's presentation will be available on APRO's website under Educational Resources.

HOUSEKEEPING

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AM I THE ONE?


TEMET NOSCE
KNOW THYSELF.



LEADERSHIP PATTERNS

WE THINK:

CLEAR

CONSISTENT

INTENTIONAL

LEADERSHIP PATTERNS

WE THINK:

CLEAR

CONSISTENT

INTENTIONAL

BUT THEY EXPERIENCE:

SOMETHING DIFFERENT

LEADERSHIP PATTERNS

WE THINK:

CLEAR

CONSISTENT

INTENTIONAL

BUT THEY EXPERIENCE:

SOMETHING DIFFERENT

YOU MAY NEVER KNOW WHAT YOUR LEADERSHIP FEELS LIKE FROM THE OTHER SIDE.

LEADERSHIP REPORT CARD

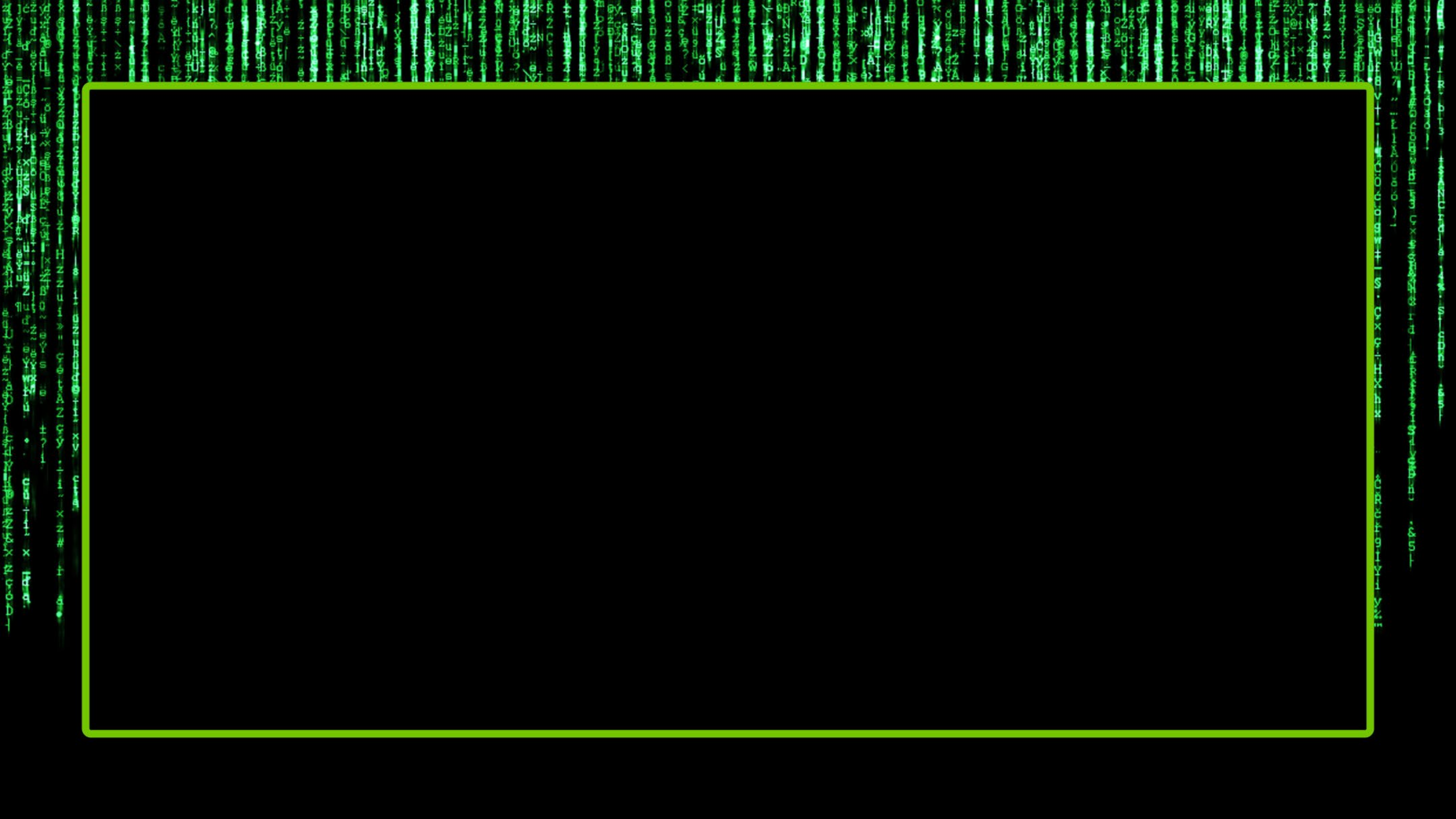
LEADERSHIP REPORT CARD

TURNOVER

LEADERSHIP REPORT CARD

TURNOVER → FEEDBACK


THIS IS
FINE



LEADERSHIP

ISN'T ABOUT WHAT YOU

SAY

IT'S ABOUT WHAT YOU

REVEAL.

KNOWING ISN'T THE HARD PART.

ADMITTING IT MIGHT BE...

BUT DOING SOMETHING
ABOUT IT DEFINITELY IS.

WHAT DOES IT MEAN TO

KNOW YOURSELF

AS A LEADER?

PUT YOUR ANSWERS IN THE CHAT!

WHAT DOES MY LEADERSHIP REVEAL ABOUT ME?

THE 3 LAYERS

THE 3 LAYERS

01

WHAT I SAY

WHAT I CLAIM TO VALUE

THE 3 LAYERS

01

WHAT I SAY

WHAT I CLAIM TO VALUE

02

WHAT I REWARD

WHAT I MAKE IMPORTANT

THE 3 LAYERS

01

WHAT I SAY

WHAT I CLAIM TO VALUE

02

WHAT I REWARD

WHAT I MAKE IMPORTANT

03

WHAT I TOLERATE

WHAT I ALLOW TO BECOME NORMAL

THE 3 LAYERS

01

WHAT I SAY

WHAT I CLAIM TO VALUE

02

WHAT I REWARD

WHAT I MAKE IMPORTANT

03

WHAT I TOLERATE

WHAT I ALLOW TO BECOME NORMAL

WHEN THESE AREN'T ALIGNED

PEOPLE FEEL IT!

BEHAVIOR

FOLLOWS THE

TRUE NORTH

YOUR LEADERSHIP

CREATES.

ACTION 1 // 10 MINUTES

ALIGNMENT AUDIT

ACTION 1 // 10 MINUTES

ALIGNMENT AUDIT

01 WHAT I SAY I VALUE

02 WHAT I REWARD

03 WHAT I CONSISTENTLY TOLERATE

LOOK FOR

MISALIGNMENT

ACTION 1 // 10 MINUTES

ALIGNMENT AUDIT

01 WHAT I SAY I VALUE

02 WHAT I REWARD

03 WHAT I CONSISTENTLY TOLERATE

LOOK FOR

MISALIGNMENT

IF THIS TAKES LONGER THAN 10 MINUTES - YOU'LL LIMIT YOUR DISCOVERIES.

THE REALITY OF STANDARDS

THE REALITY OF STANDARDS

STANDARDS DON'T BECOME REAL UNTIL THEY COST YOU SOMETHING.

THE REALITY OF STANDARDS

STANDARDS DON'T BECOME REAL UNTIL THEY COST YOU SOMETHING.

IF MAINTAINING A CONSISTENT STANDARD IS EASY, YOUR STANDARD IS JUST A PREFERENCE.

IF FALLING SHORT BECOMES NORMAL, YOUR STANDARD IS JUST A PREFERENCE.

CULTURE KILLS

CULTURE KILLS

PRODUCES

HITS NUMBERS
GETS RESULTS

CULTURE KILLS

PRODUCES

HITS NUMBERS
GETS RESULTS

BUT...

CUTS CORNERS
BENDS PROCESS
CREATES FRICTION

CULTURE KILLS

PRODUCES

HITS NUMBERS
GETS RESULTS

BUT...

CUTS CORNERS
BENDS PROCESS
CREATES FRICTION

CHAT

EVER MANAGED
THAT PERSON?

YES!!

CULTURE KILLS

PRODUCES

HITS NUMBERS
GETS RESULTS

BUT...

CUTS CORNERS
BENDS PROCESS
CREATES FRICTION

CHAT

EVER MANAGED
THAT PERSON?

YES!!

WHAT YOU DO NEXT IS WHAT YOU STAND FOR.

THE OPTIONS:

IGNORE IT - RESULTS ARE MORE IMPORTANT THAN HOW YOU GOT THEM

HALF-ADDRESS IT - STANDARDS ARE FLEXIBLE

HOLD THE LINE - DEFINE YOUR CULTURE

ACTION 2 // 24 HOURS

ONE HONEST CONVERSATION

ACTION 2 // 24 HOURS

ONE HONEST CONVERSATION

01 SET A TIMER - 24 HOURS FROM RIGHT NOW

02 DON'T OVERPLAN - JUST HAVE IT!

EVERY DIFFICULT CONVERSATION HAS A SHELF LIFE. THE LONGER YOU WAIT, THE LESS IMPACT IT WILL HAVE.

YOUR TEAM HAS ALREADY ANSWERED:

"WHAT DOES MY LEADER STAND FOR?

THEY WATCH YOU DEFINE IT EVERY DAY.

"WHAT ARE YOU SHOWING YOUR TEAM?"

IF YOU WAIT TO MAKE CHANGE YOU DENY YOURSELF, YOUR TEAM, AND YOUR BUSINESS THE CHANCE FOR EXPONENTIAL GROWTH.


AM I THE ONE?



YOU HAVE TO BE A SEEKER.

ACTION 3 // ALWAYS A WIP

SEEK HONEST FEEDBACK

ACTION 3 // ALWAYS A WIP

SEEK HONEST FEEDBACK

01 ASK 'WHAT CAN I DO TO HELP MAKE YOUR JOB EASIER?'

02 OR 'WHAT'S ONE THING I DO THAT MAKES YOUR JOB HARDER THAN IT NEEDS TO BE?'

03 THEN 'WHAT'S ONE THING YOU WISH I DID MORE CONSISTENTLY?'

ACTION 3 // ALWAYS A WIP

THE CHALLENGE

01 DON'T GET DEFENSIVE

02 DON'T JUSTIFY

03 IF DEFENSE IS YOUR FIRST INSTINCT, YOU LEARNED SOMETHING VALUABLE.

WHAT IF THEY WON'T ANSWER?

WHAT IF THEY WON'T ANSWER?

01

'NOTHING, YOU'RE GOOD!'

WHAT IF THEY WON'T ANSWER?

01

'NOTHING, YOU'RE GOOD!'

02

'EVERYTHING'S FINE'


THIS IS
FINE

WHAT IF THEY WON'T ANSWER?

01

'NOTHING, YOU'RE GOOD!'

02

'EVERYTHING'S FINE'

03

'I CAN'T THINK OF ANYTHING'

WHAT IF THEY WON'T ANSWER?

01

'NOTHING, YOU'RE GOOD!'

02

'EVERYTHING'S FINE'

03

'I CAN'T THINK OF ANYTHING'

LACK OF FEEDBACK IS YOUR CULTURE COMMUNICATING.

ACTION 3 // ALWAYS A WIP

ADDITIONAL TIPS

01 SAY 'I DON'T WANT THE PERFECT ANSWER, I'M JUST LOOKING FOR AN HONEST ONE.'

02 OR 'IF YOU AREN'T SURE RIGHT NOW, I'D LIKE YOU TO THINK ABOUT IT AND GET BACK TO ME, OK?'

DON'T FORGET TO CIRCLE BACK AND ASK AGAIN!

THE 3 ACTIONS:

01 ALIGNMENT AUDIT - 10 MINUTES

02 ONE CONVERSATION - WITHIN 24 HOURS

03 SEEK HONEST FEEDBACK - ALWAYS

THE 3 ACTIONS:

01 ALIGNMENT AUDIT - 10 MINUTES

02 ONE CONVERSATION - WITHIN 24 HOURS

03 SEEK HONEST FEEDBACK - ALWAYS

WHICH ONE(S) ARE YOU GOING TO DO? LET US KNOW IN THE CHAT!


AM I THE ONE?


ARE
YOU
THE ONE?
KNOW THYSELF.
LEAD WITH INTENTION.
CREATE REAL IMPACT.

WHAT'S NEXT

APRO'S UPCOMING WEBINARS

APRO's educational programming continues to deliver practical, leadership-focused insights designed specifically for the RTO industry.



The Right Way, Every Day

APRO Ethics Webinar • Charles Smitherman, APRO CEO

Thursday, November 19, 2026
2:00 PM CT / 3:00 PM ET



LEAP Session 23

Topic & speaker to be announced

Tuesday, January 12, 2027
2:00 PM CT / 3:00 PM ET

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& EARN CREDITS FOR THIS SESSION

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LEAP
LEADERSHIP EDUCATION ADVANCEMENT PROGRAM

aPRO

APRO LEAP · LEADERSHIP SERIES

THANK YOU

FOR JOINING US TODAY!

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Jake Dillon · Director of Training & Development · Arona Home Essentials

SCAN TO SIGN UP FOR APRO TODAY