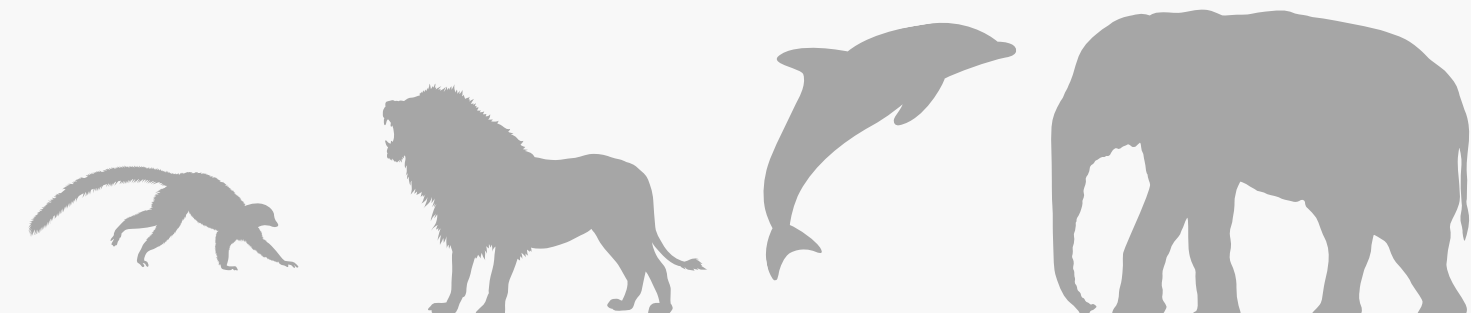


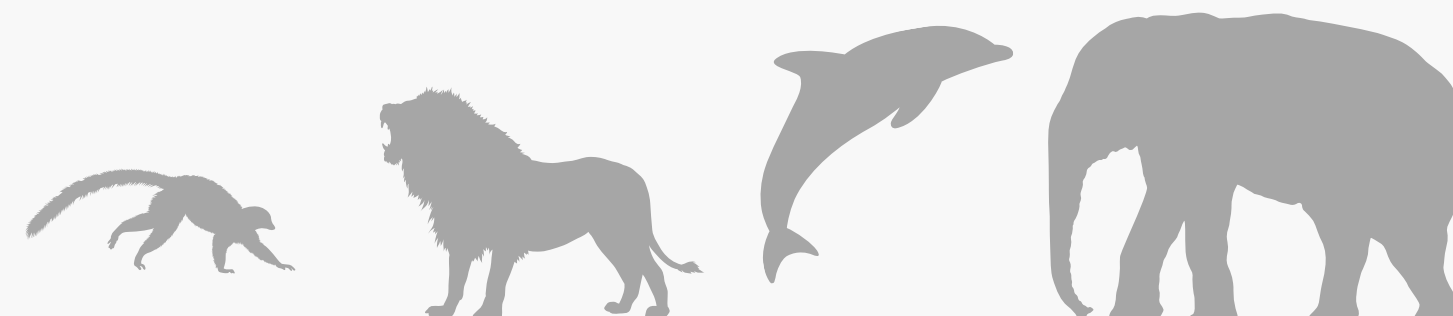
What's getting in the way
of your talent performing
at their best?



It's a



Presented by: Darcy Blessing-Williams & Susan Tunney



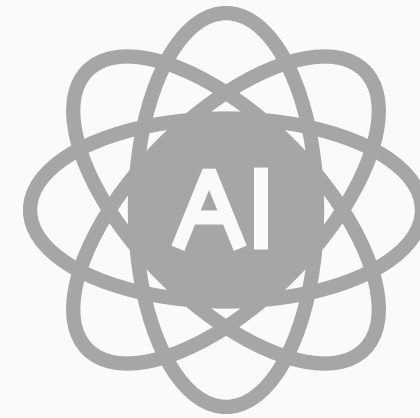
We Can't Lead Today's Workforce
with Yesterday's Models

It's Wild Out There



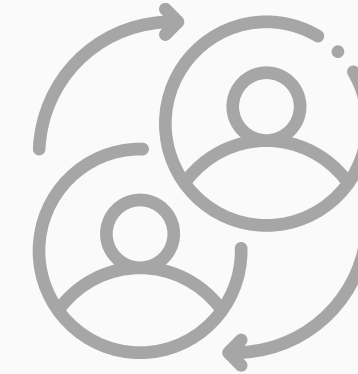
Generational Shift →

75% Gen Z & Millennials
by 2030



AI Evolution →

Not replacing,
reshaping roles



Rising Turnover →

Culture and purpose
now essential



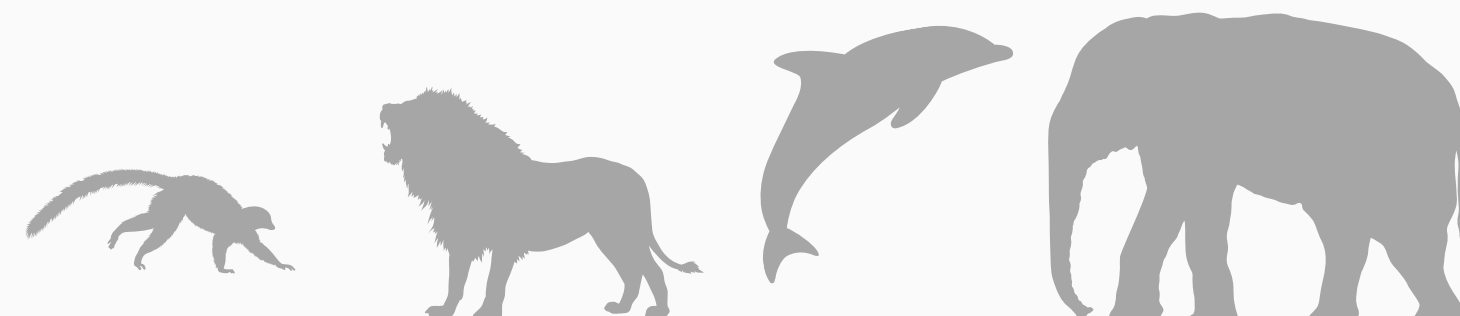
WHY A ZOO?

Z ZOOKEEPER
PROGRAM

ZOO

- Managed relationships.
- Unnatural environment.
- Wildly different animals.

WORK
PLACE



Meet Susan & Darcy



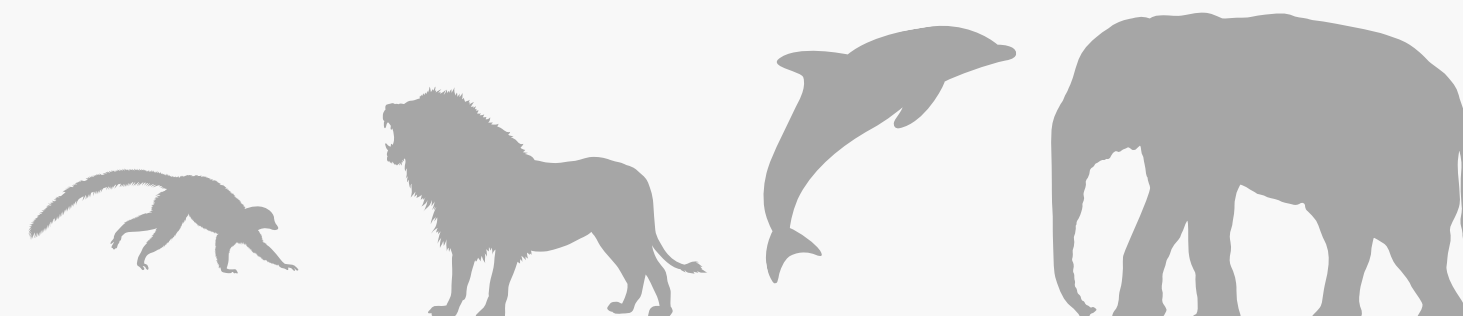
DARCY BLESSING-WILLIAMS

Managing Director
Nivalmi Consulting



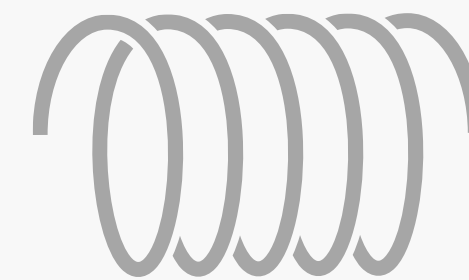
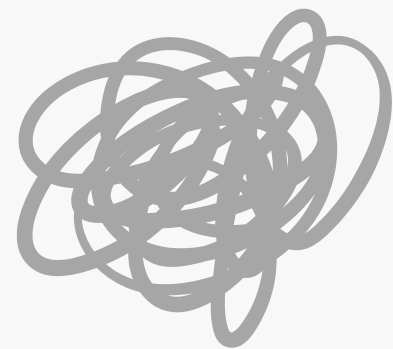
SUSAN TUNNEY

CHRO
Singer Equipment

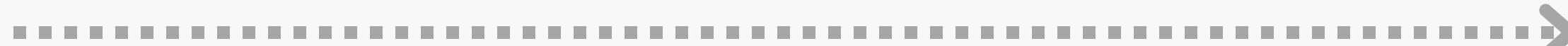




THE SHIFT



BEFORE



AFTER

Distrust, siloed thinking

Cohesive understanding,
forward momentum



Simplifying communication

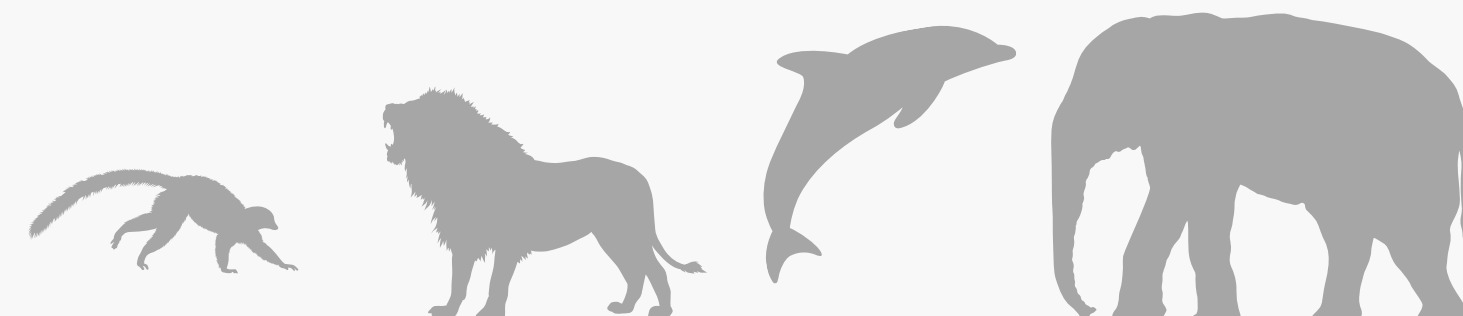
WORDS
MATTER



TIMING IS
EVERYTHING



BEHAVIOR IS THE
LANGUAGE OF
NEEDS



A family of five is walking away from the camera on a paved path within a zoo enclosure. The path is bordered by a rustic wooden fence made of vertical posts and horizontal rails. To the left, a large, thick tree trunk is visible. To the right, there are lush green bushes and trees. In the background, a wooden building with a slatted facade is partially visible. The scene is brightly lit, suggesting a sunny day.

WELCOME TO THE ZOO



KNOW YOURSELF. LEAD YOUR TEAM.

WHICH ANIMAL STYLE ARE YOU?



A male lion with a thick, reddish-brown mane is walking towards the camera in a savanna landscape. The background is a vast, green grassy plain under a clear sky. The lion's expression is calm and focused.

Decisive

Competitive

Goal-oriented

Bold communicator

Demands action and results

MEET THE LION

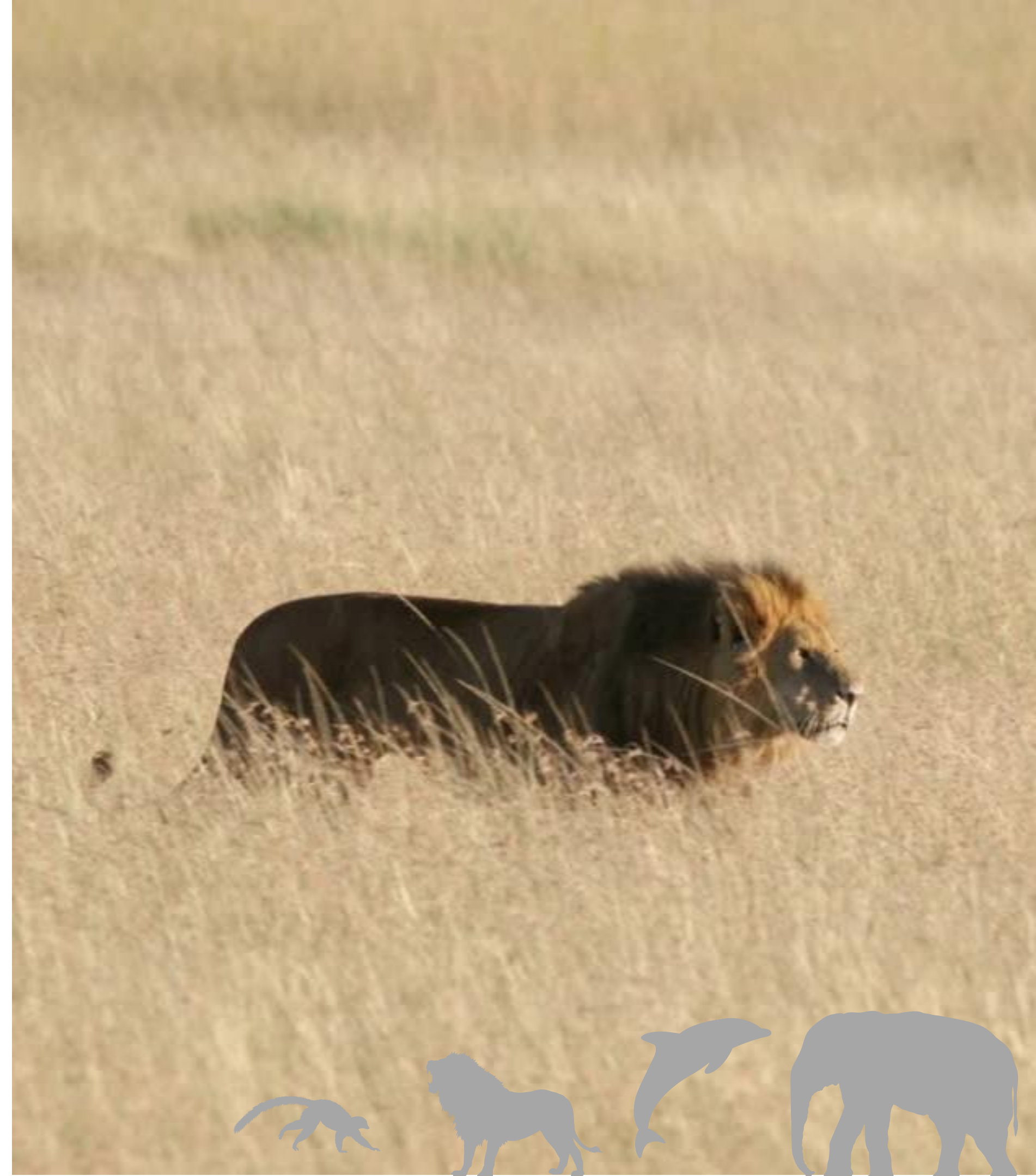
PACE

Fast.

They needed it yesterday

PRIORITY

Outcomes, Winning



WORD PREFERENCES

Direct, results-oriented,
concise.



NEEDS

Authority, respect, visible achievement.



BEHAVIORAL TENDENCIES

Competitive, action-driven,
impatient with delays





COMMANDING PRESENCE





COMMANDING
PRESENCE



THE “GET TO THE
POINT” PEOPLE





COMMANDING
PRESENCE



THE “GET TO THE
POINT” PEOPLE



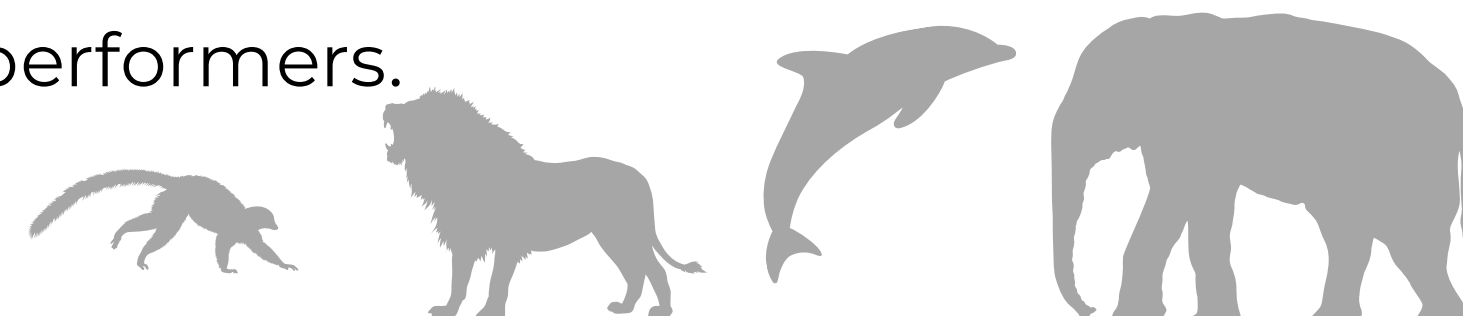
RESULTS DRIVEN
FAST-MOVERS



“It’s dangerous
not to evolve”

JEFF BEZOS

- Built Amazon into a global empire by making relentless, fast-paced decisions.
- Demanded high standards and pushed teams mercilessly toward big goals.
- Obsessed with winning — customer obsession was tactical; winning was strategic.
- Known for being tough, direct, sometimes brutal with underperformers.





People-oriented

Outgoing

Optimistic

Persuasive

Energetic



MEET THE LEMUR

PACE
Fast.

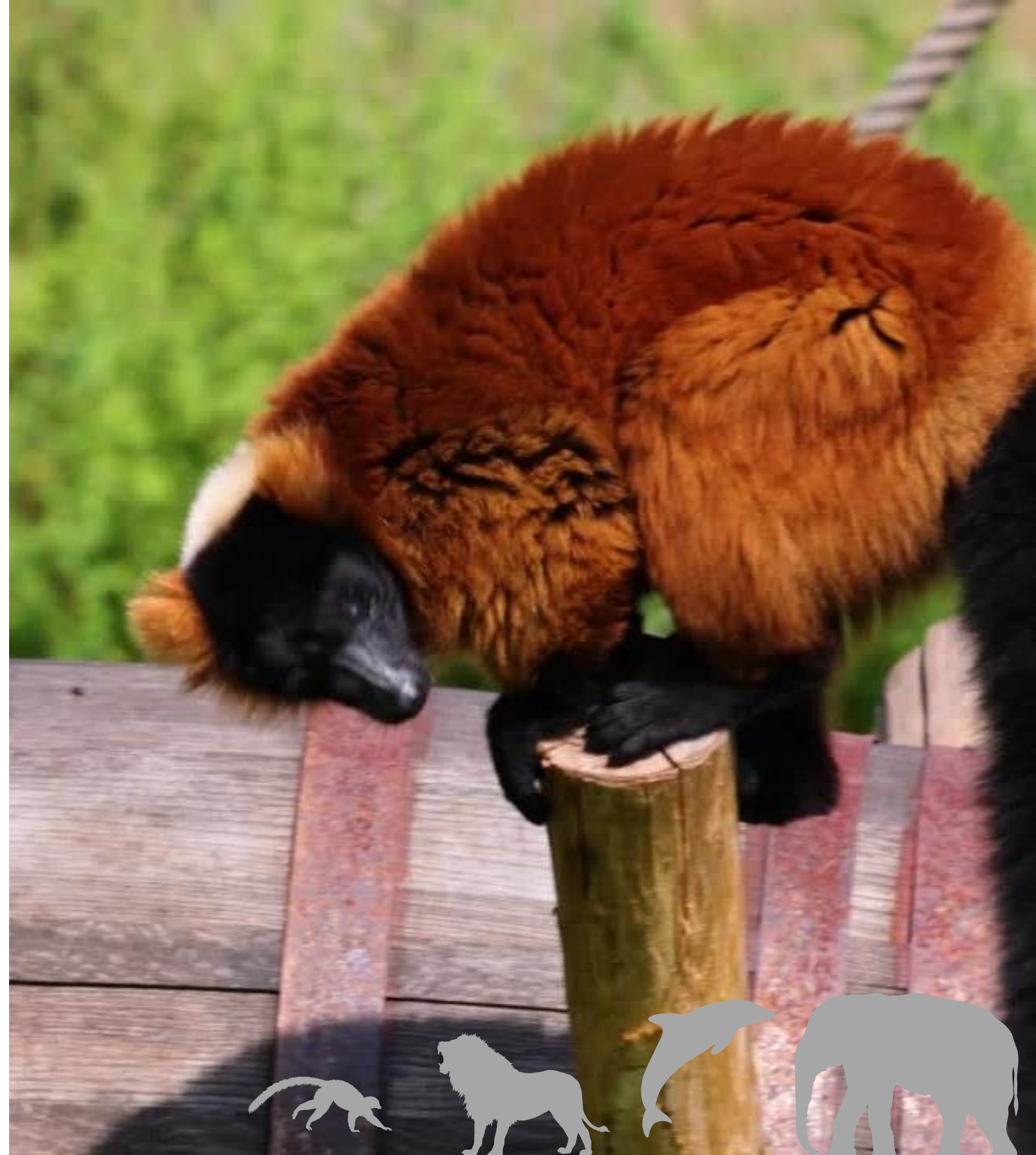
PRIORITY
People

Z | ZOOKEEPER
PROGRAM



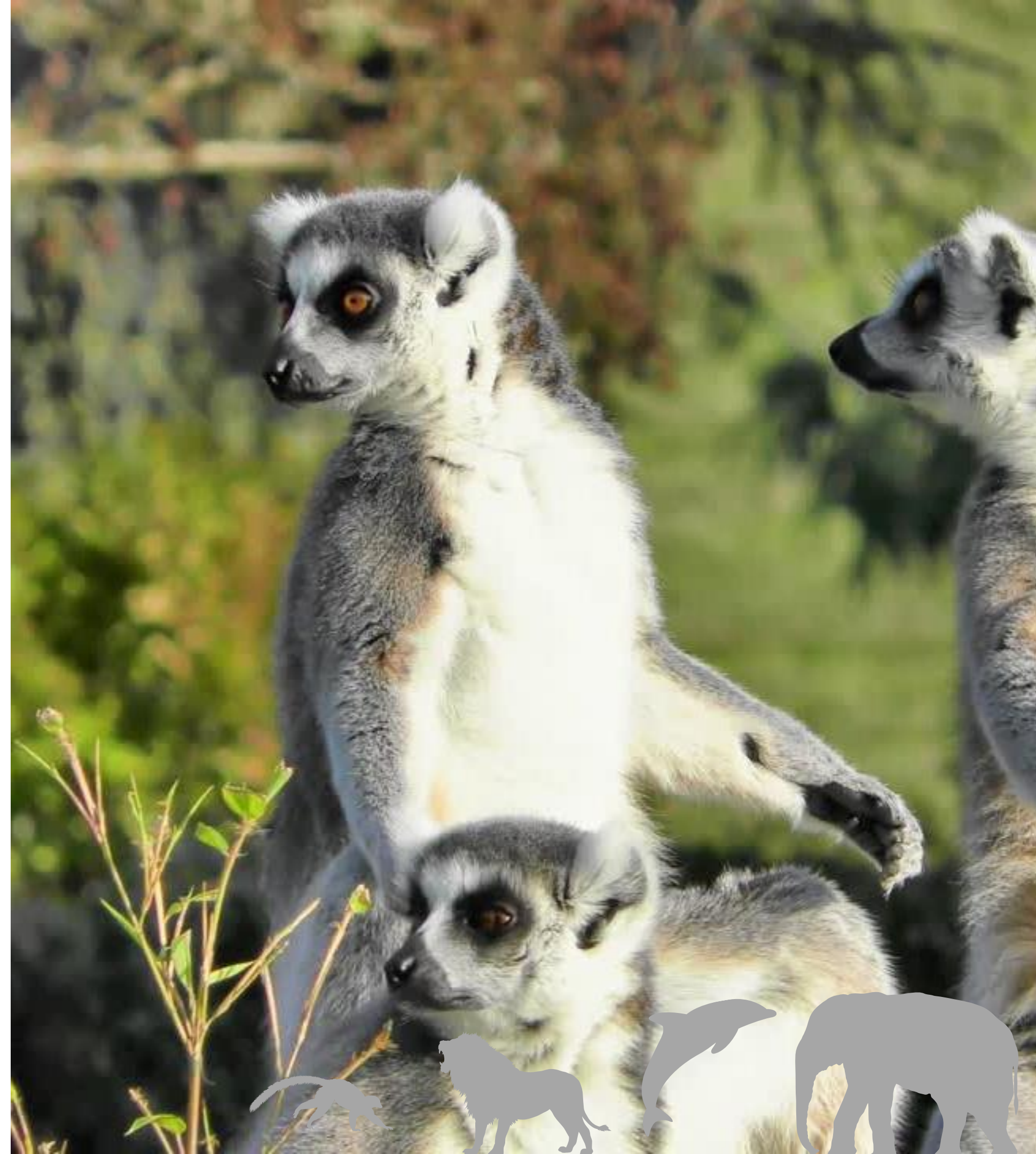
WORD PREFERENCES

Energetic, playful, positive



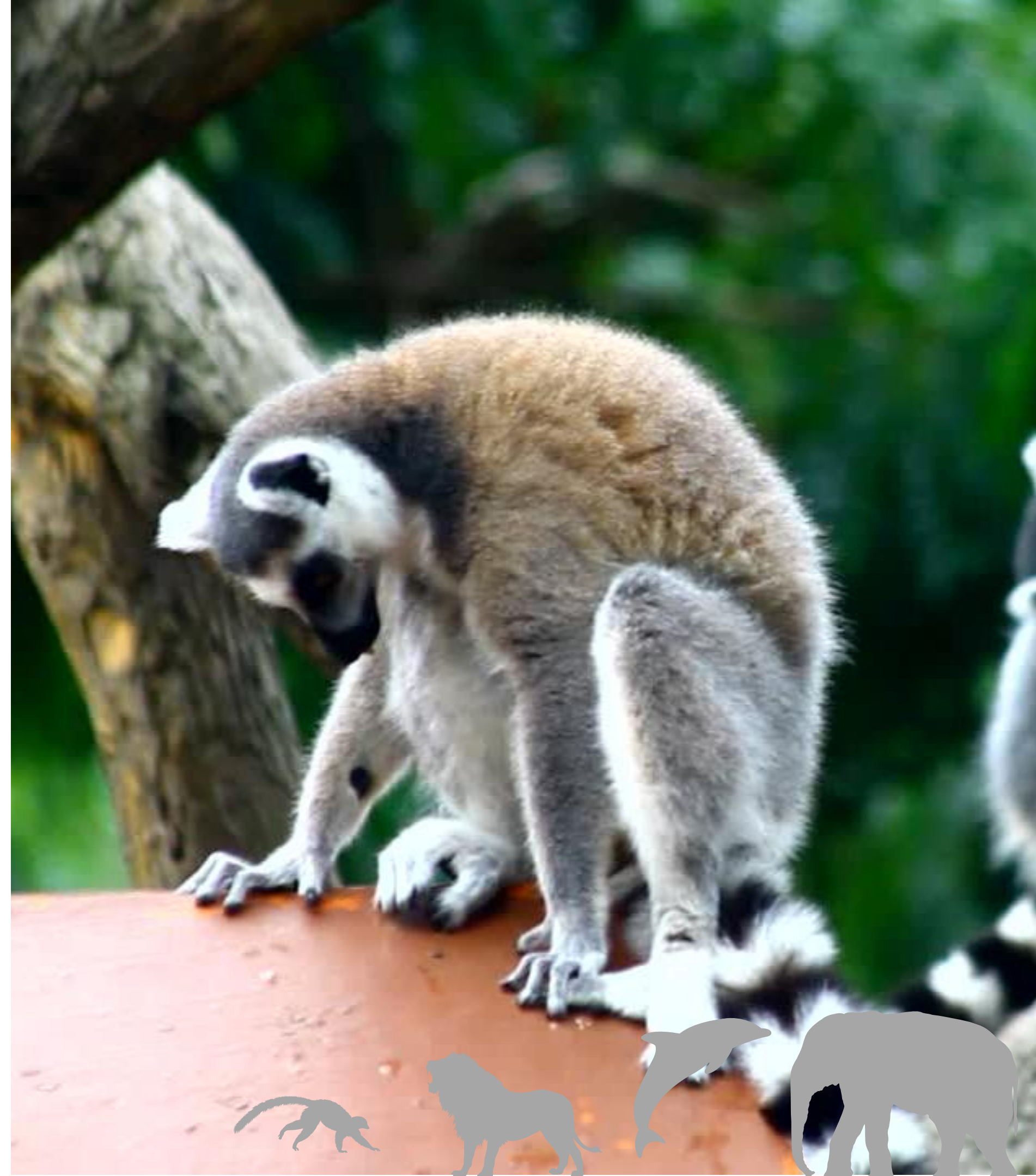
NEEDS

Social connection,
expression, activity,
variety.



BEHAVIORAL TENDENCIES

Spontaneous, active,
impulsive, optimistic, verbal





THEY BRING THE
BUZZ



THEY BRING THE
BUZZ



THEY MOVE FAST
(& PIVOT FASTER)





THEY BRING THE
BUZZ



THEY MOVE FAST
(& PIVOT FASTER)

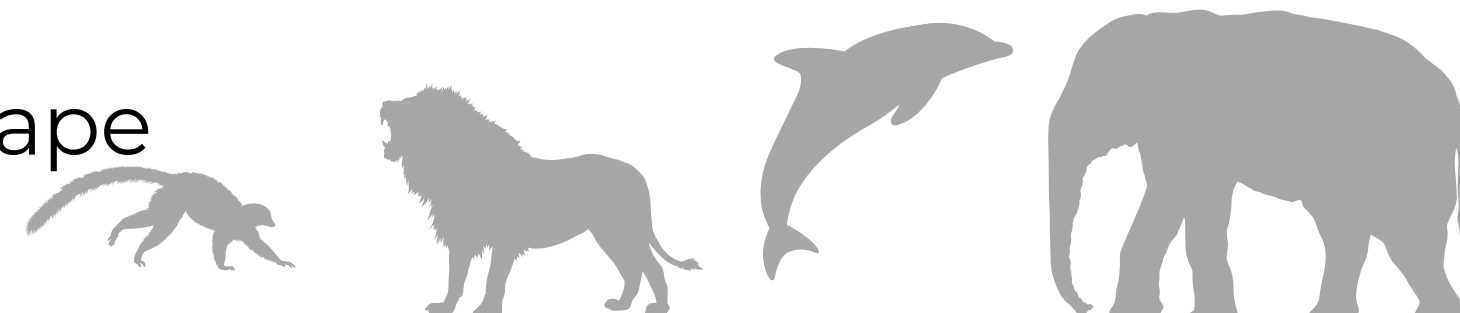


THEY LOVE THE
CHAOS & RESIST
STRUCTURE

“Screw it, let’s
do it”

RICHARD BRANSON

- Big, bold, people-first ideas — from launching Virgin Records to flying in a spacesuit.
- Jump-first-figure-it-out-later mindset
- Started over 400 businesses across industries — airlines, music, space travel.
- Known for being wildly charismatic and upbeat
- Hates red tape







Supportive

Steady

Loyal

Patient

Compassionate

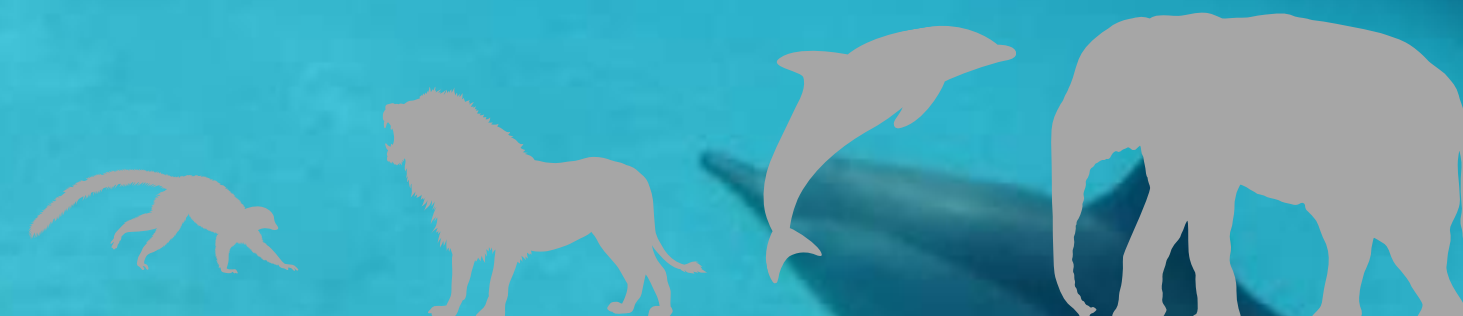
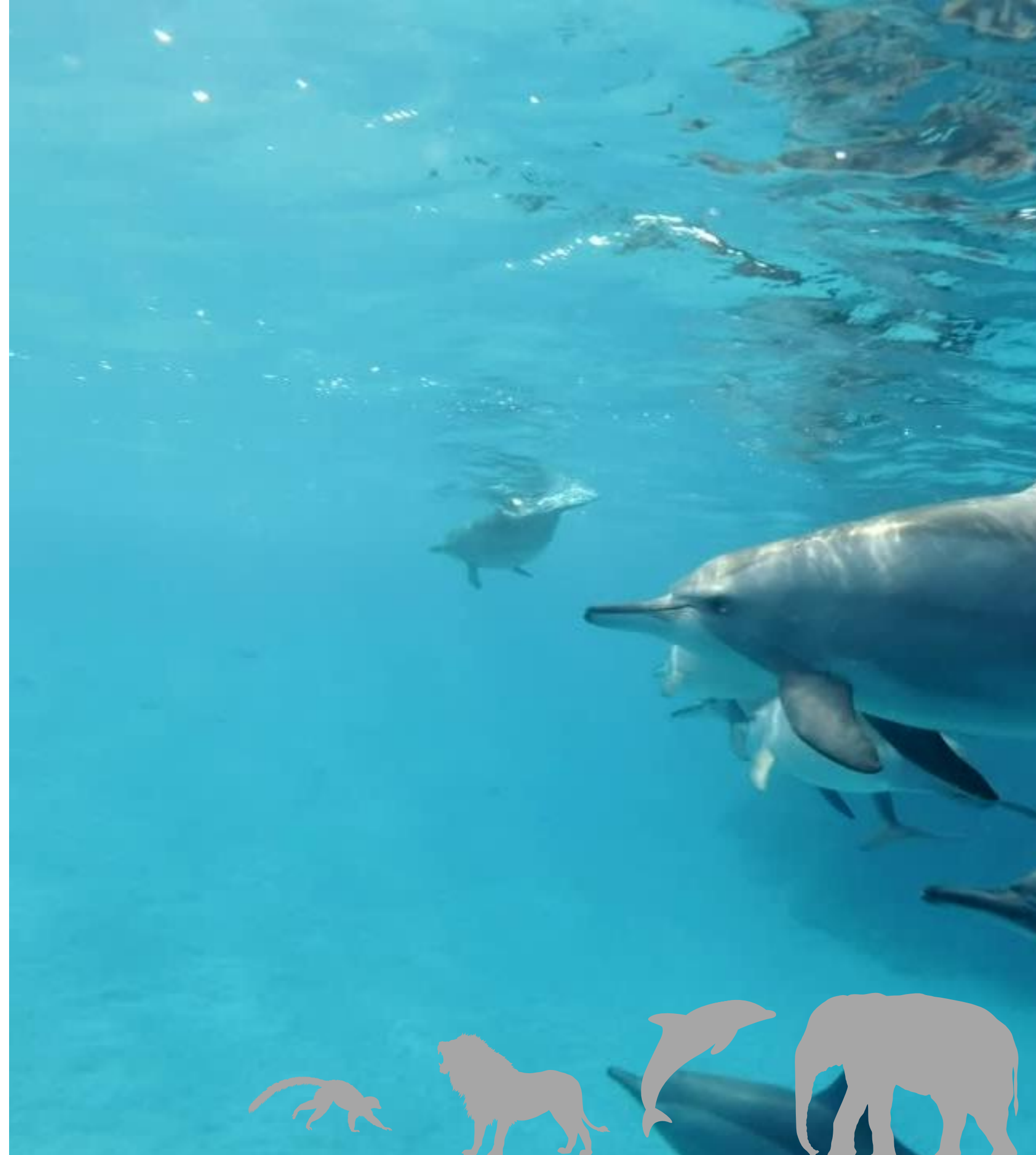
MEET THE DOLPHIN

PACE

Slow

PRIORITY

People, Steadiness



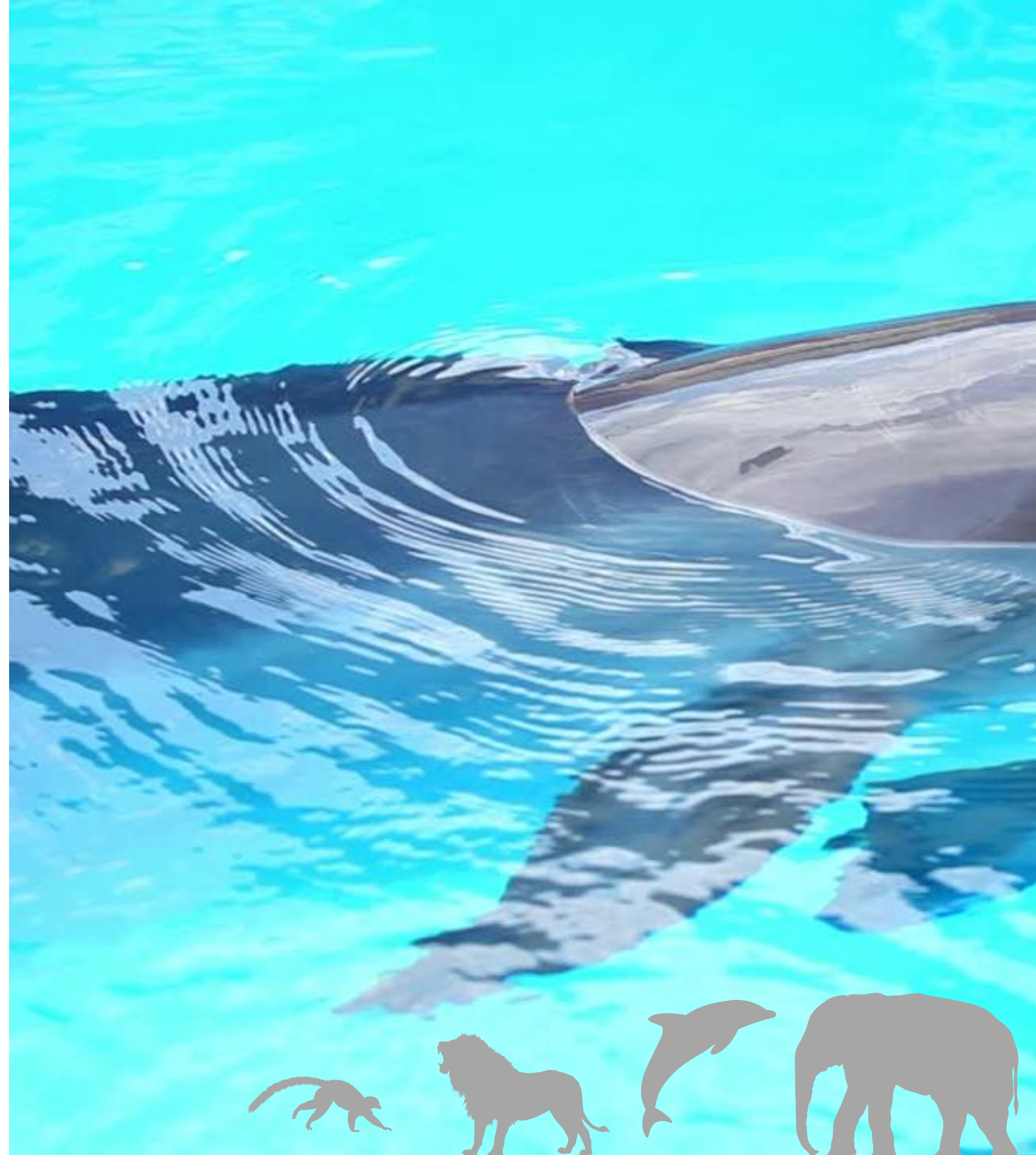
WORD PREFERENCES

Warm, inclusive,
supportive, non-
confrontational



NEEDS

Connection, belonging,
emotional safety, stability



BEHAVIORAL TENDENCIES

Friendly, conflict avoidant,
helpful, people pleasing





GREAT LISTENERS

GREAT LISTENERS

THEY SHOW UP
CONSISTENTLY





GREAT LISTENERS



THEY SHOW UP
CONSISTENTLY

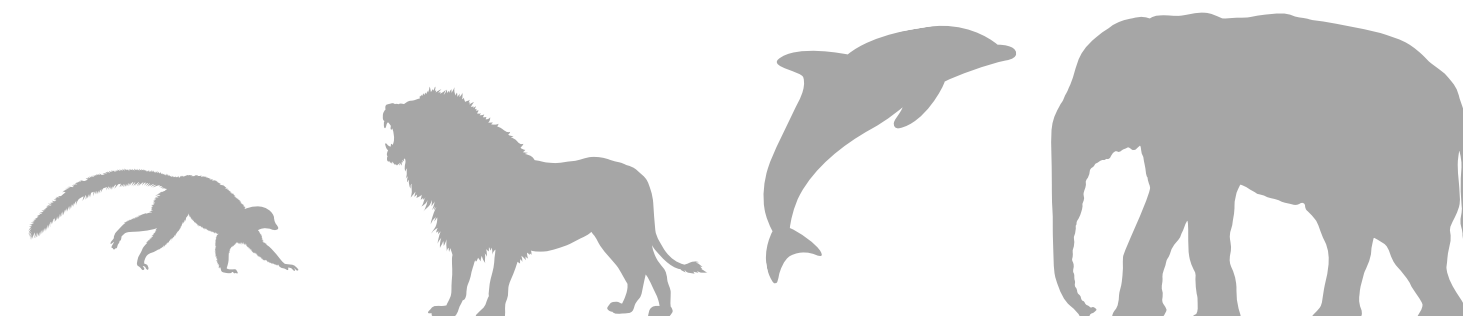


THEY CHECK IN

“Empathy makes
you a better
innovator.”

SATYA NADELLA

- People-first mindset – Led Microsoft’s cultural shift toward collaboration and inclusion
- Calm and consistent
- Prioritizes trust, humility, and steady growth
- Listens more than he speaks; leads with care, not control





A close-up photograph of an elephant's head and shoulders, facing forward. The elephant has large, dark, wrinkled ears and a thick, grey trunk with a small tusk visible on the right side. It is standing in a lush green environment with tall grass and dense foliage in the background.

Analytical

Detail-oriented

Methodical

Deliberate

Cautious

Systematic

MEET THE ELEPHANT

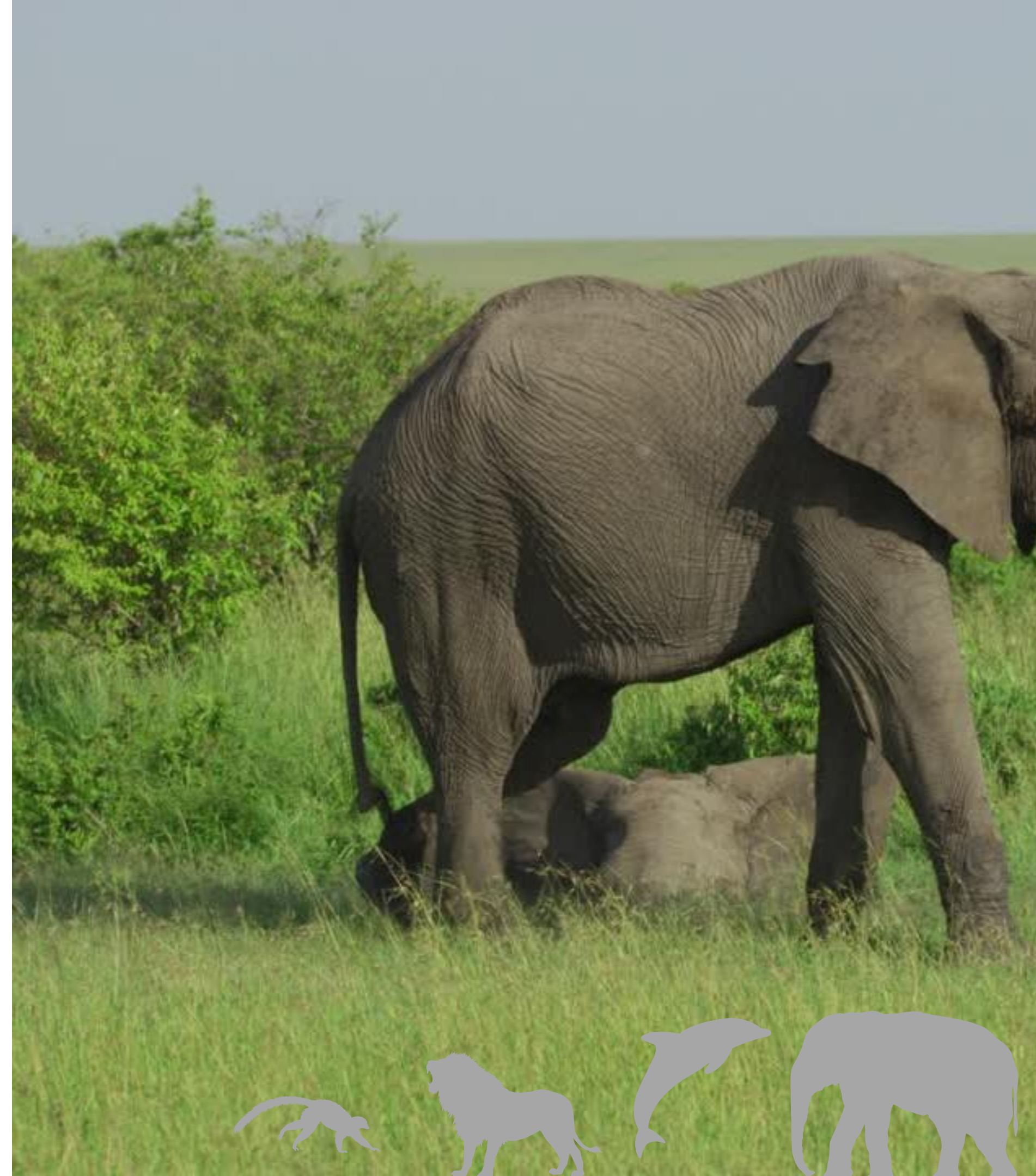
PACE

Slow

PRIORITY

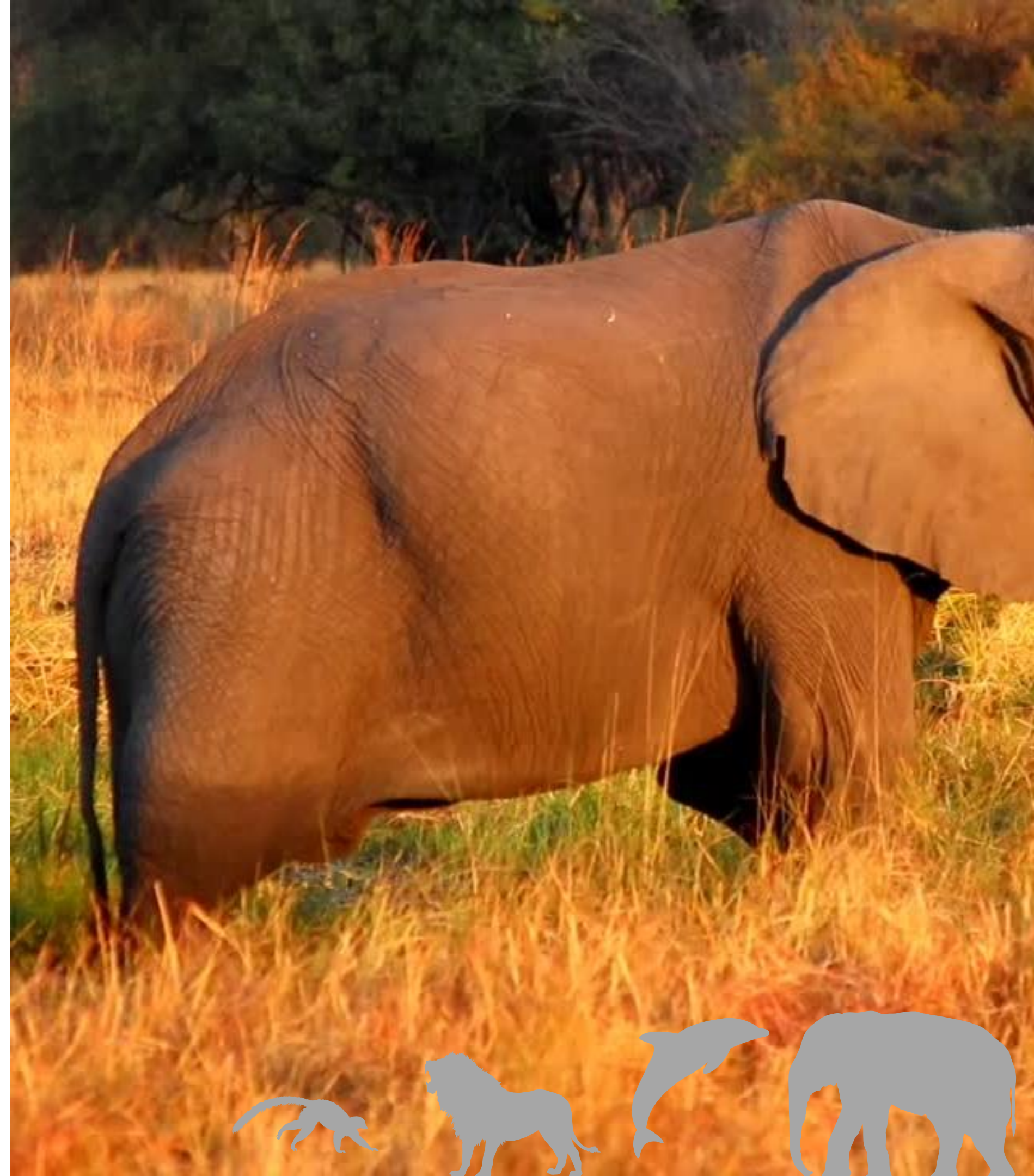
Correctedness, Results

Z | ZOOKEEPER
PROGRAM



WORD PREFERENCES

Logical, contextual, , and
precise. Have the facts.



NEEDS

Structure, information,
consistency, respect, time



BEHAVIORAL TENDENCIES

Cautious, process-oriented,
committed, change-
resistant

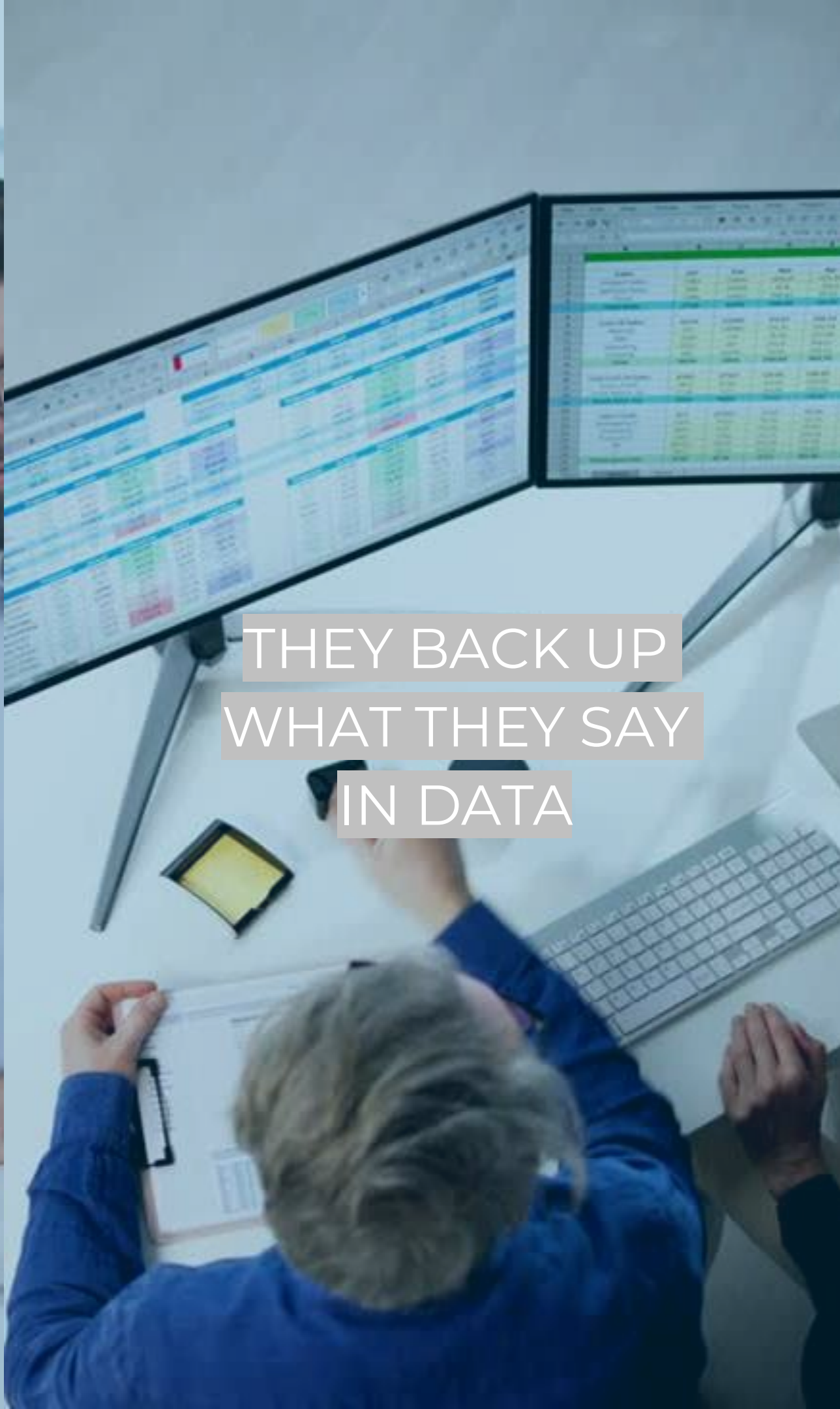


A woman with dark hair tied back, wearing a light blue blazer, sits at a conference table. To her right, a man with a beard and glasses, wearing a light blue shirt, is also seated. They are in a modern office setting with large windows in the background. The table has papers, a clipboard, and a white mug. The text 'THEY RESPECT THE RULES — AND REMEMBER THEM' is overlaid on the image in white capital letters, with each line on a separate semi-transparent grey rectangular background.

THEY RESPECT
THE RULES —
AND REMEMBER
THEM



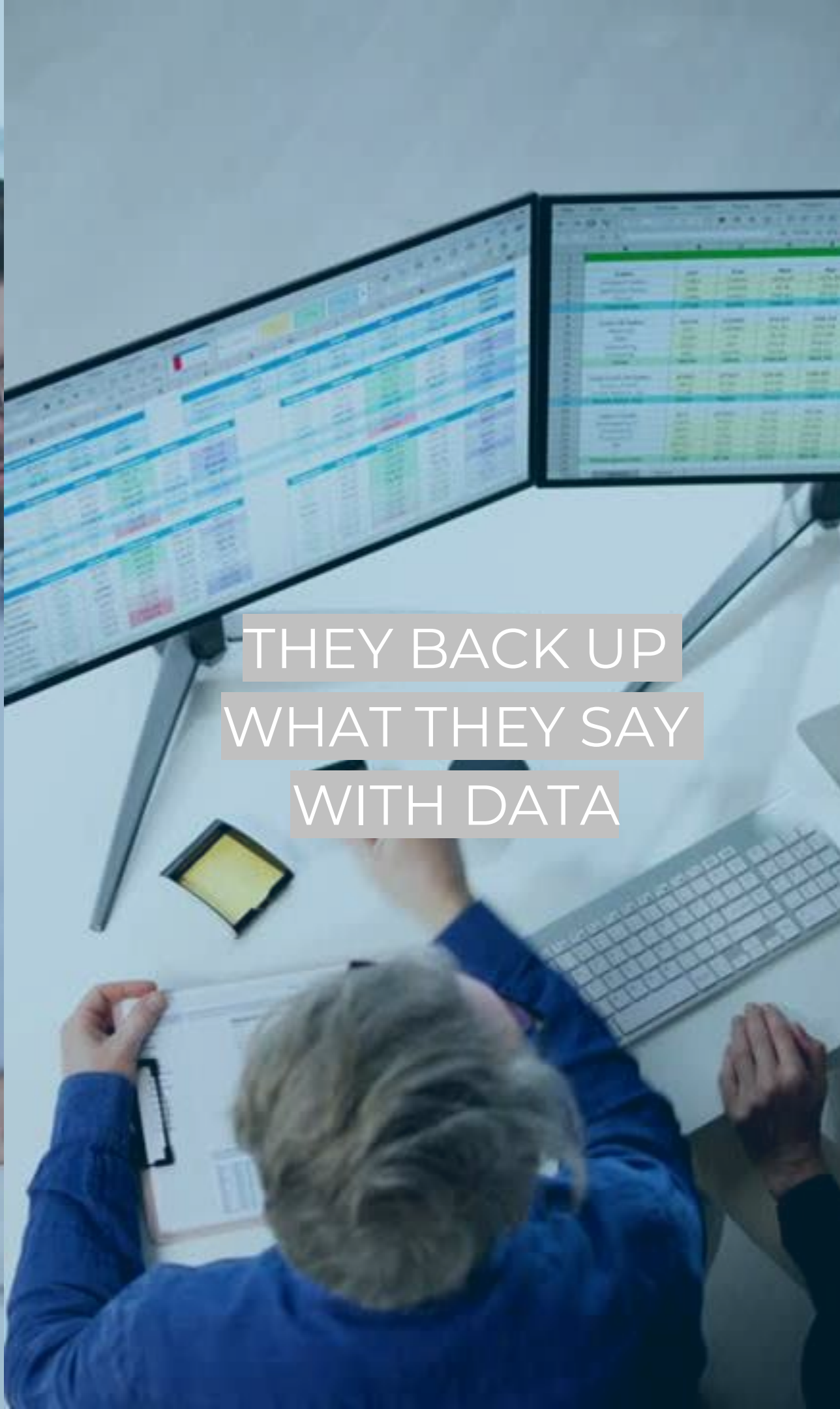
THEY RESPECT
THE RULES —
AND REMEMBER
THEM



THEY BACK UP
WHAT THEY SAY
IN DATA



THEY RESPECT
THE RULES —
AND REMEMBER
THEM



THEY BACK UP
WHAT THEY SAY
WITH DATA



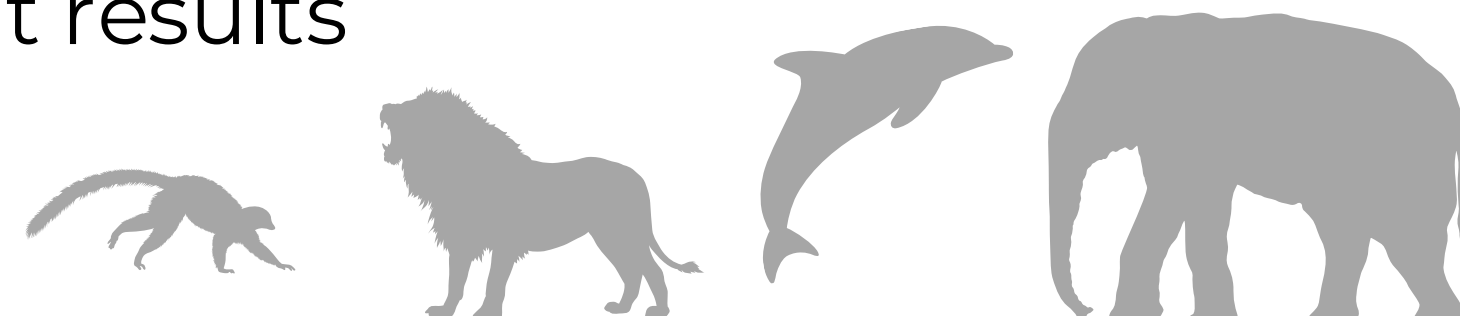
THEY ARE OFTEN
LAST TO SPEAK



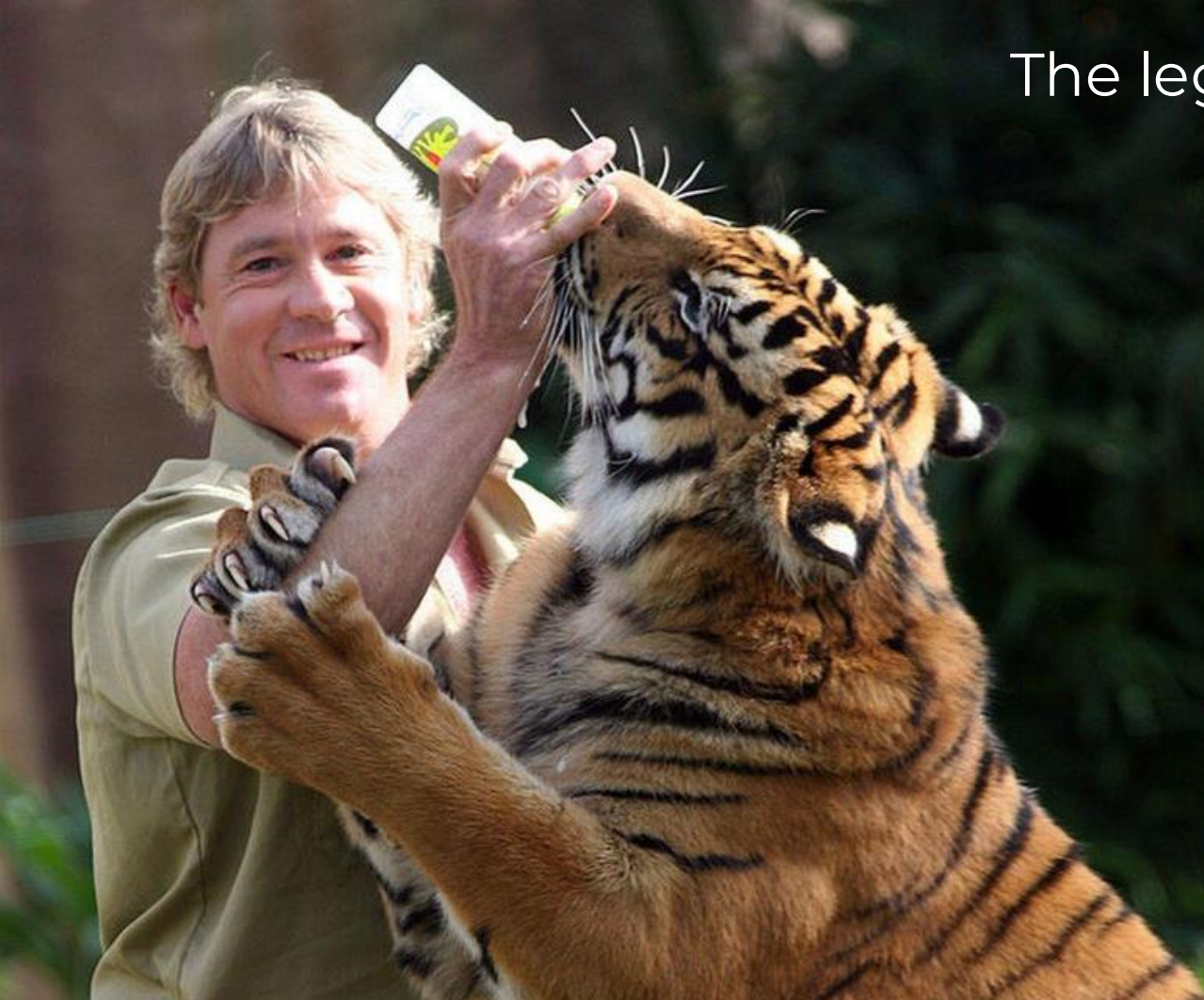
"Risk comes from
not knowing what
you're doing."

WARREN BUFFET

- Deliberate decision-maker – Known for long-term thinking and disciplined investing
- Builds slow, steady success rather than chasing trends
- Honors history, data, and proven principles
- Low-ego leadership – Quiet presence, consistent results



The legendary Steve Irwin



LEADERS & ZOOKEEPERS

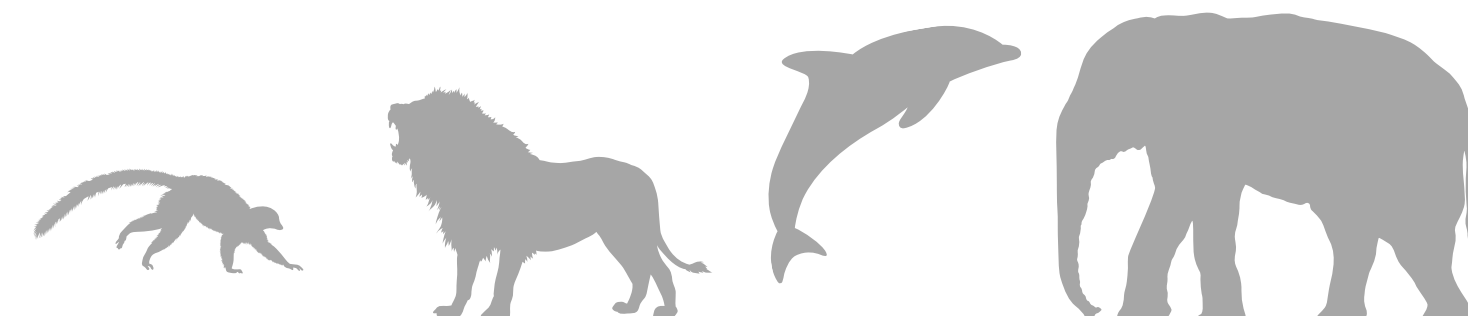
MASTERS-level comprehension of how to CUSTOMIZE THEIR ENGAGEMENT to each type of animal ncluding their unique:

- Needs
- Motivations
- Power & Vulnerabilities
- Emotions
- Communication Styles
- Behaviors

The legendary Jack Hannah



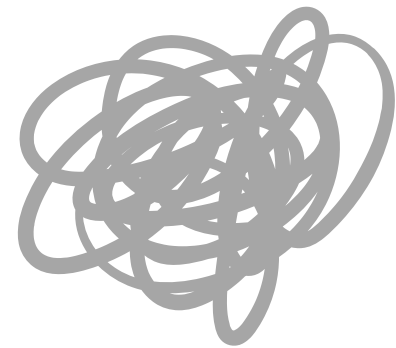
Z | ZOOKEEPER
PROGRAM



When you can flex your language and delivery to someone's needs or preferences, you're not just speaking to them—you're speaking in a way they're wired to receive. **That's influence.**

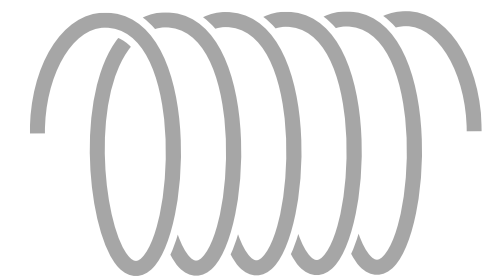


THE SHIFT



BEFORE

Distrusted leaders and
underperforming division



AFTER

Cohesive leaders, strong
engagement and forward
momentum

From Fun Framework
to Implementing Real
Change



THE CHALLENGE:

- New President (Elephant/Lion)
- Distrust among leaders
- POOR communication
- High Tension
- Unclear expectations
- Inefficient productivity
- Unpopular Return To Office

“

*Their dysfunction is less about skills or experience. It's about **what they're not saying** — or **understanding about each other**. -Chief Zookeeper*



“

I realized I was misunderstanding him the whole time. I see it clearly now. I get him now. We're actually an incredible team. -Division Executive



THE CHALLENGE:

- New President (Elephant/Lion)
- Distrust among leaders
- POOR communication
- High Tension
- Unclear expectations
- Inefficient productivity
- Unpopular Return To Office



THE SHIFT:

- Defined **leader standards**
- Set purpose
- Built Trust
- Transformed team dynamics
- Aligned expectations
- Communication & collaboration
- Conflict resolution
- Personal Effectiveness
- Peer Accountability
- Atomic Habits for Improvement



“

Zookeeper changed the way I see my people. I now understand their strengths and their struggles and how to lead each of them more effectively. That insight has transformed how I lead. Now, we're moving with purpose, together. -Division President



THE CHALLENGE:

- New President (Elephant/Lion)
- Distrust among leaders
- POOR communication
- High Tension
- Unclear expectations
- Inefficient productivity
- Unpopular Return To Office



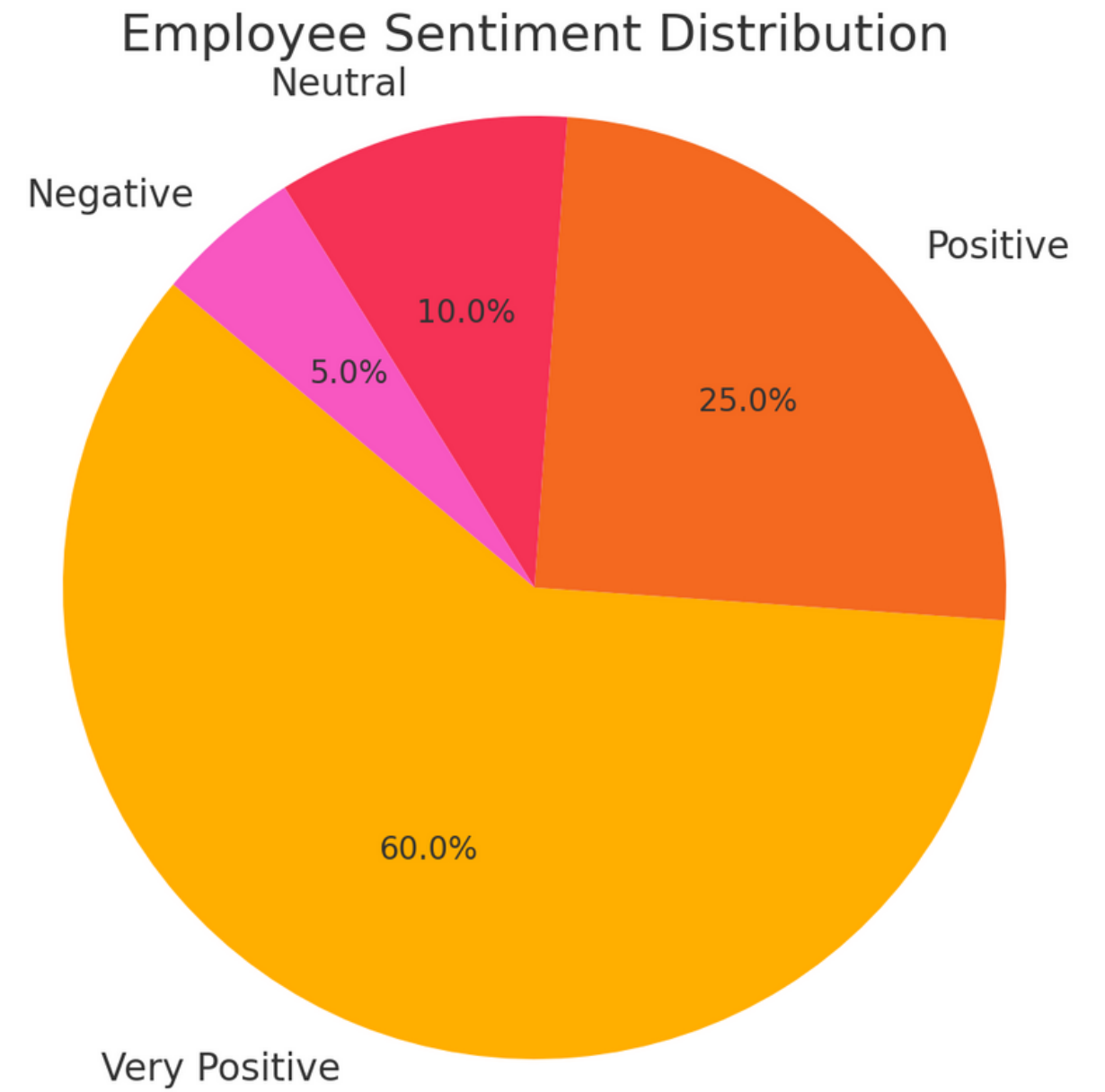
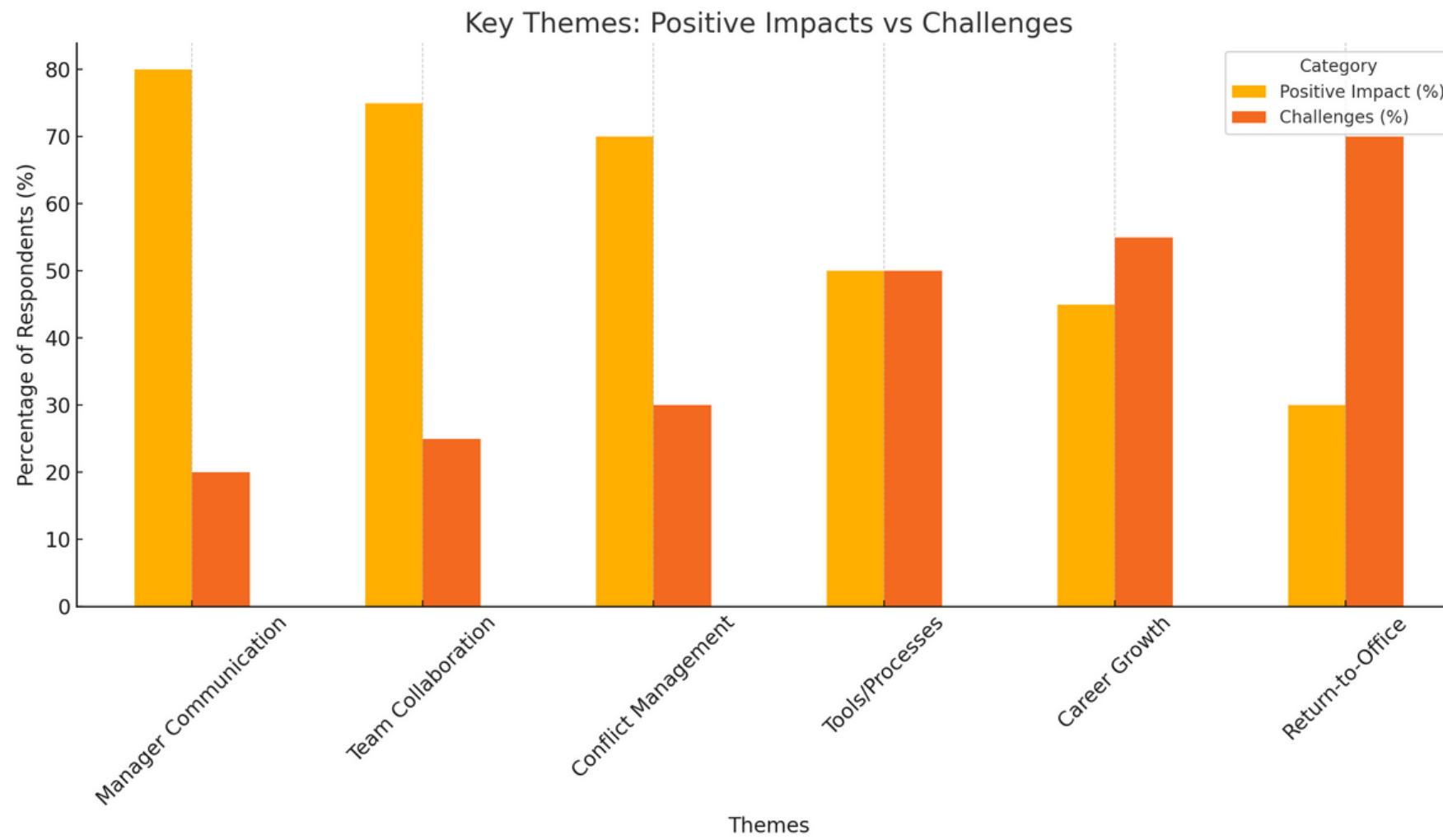
THE SHIFT:

- Defined **leader standards**
- Set purpose
- Built Trust
- Transformed team dynamics
- Aligned expectations
- Communication & collaboration
- Conflict resolution
- Personal Effectiveness
- Peer Accountability
- Atomic Habits for Improvement



THE RESULTS

- Saved essential roles
- Improved strategic decision making
- Re-focused on customers
- Won unprecedented deal



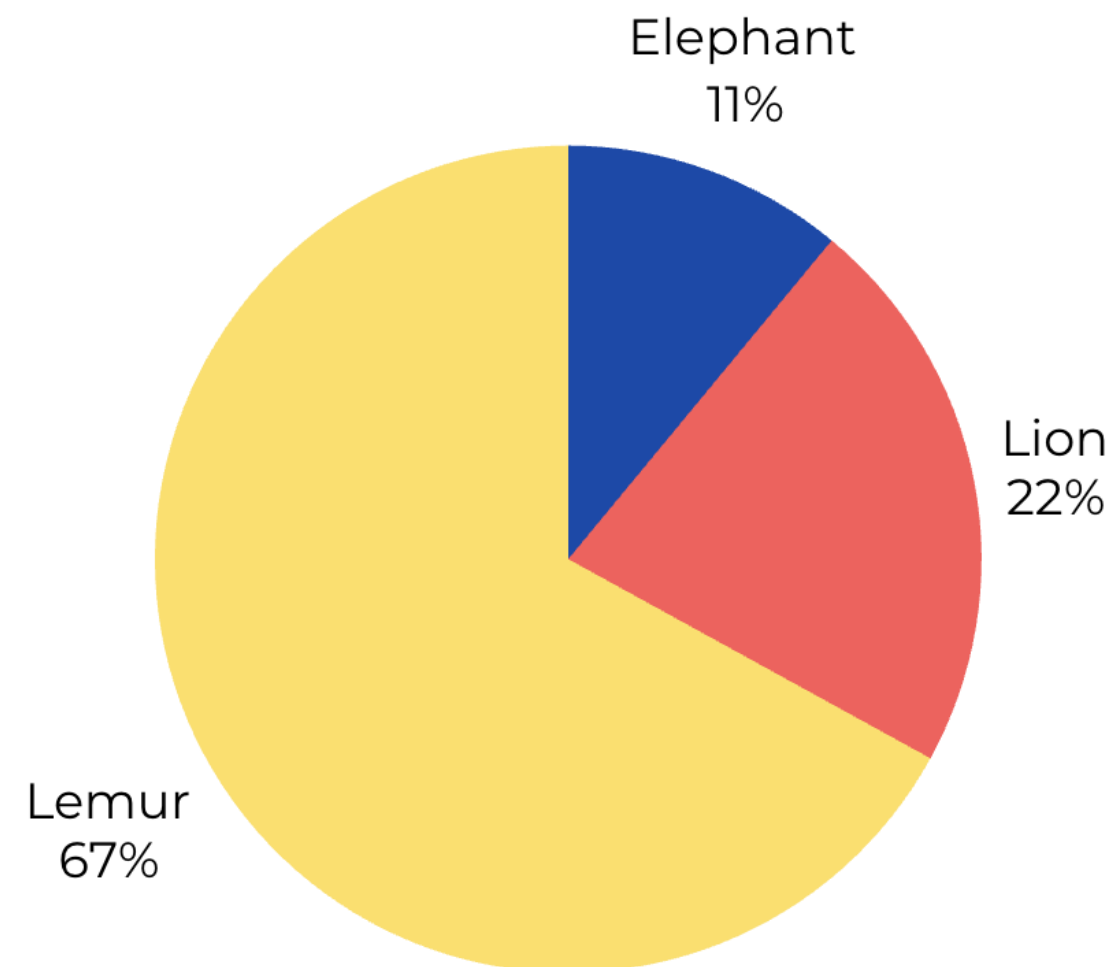
TEAM DYNAMICS REPORT

SHIFT

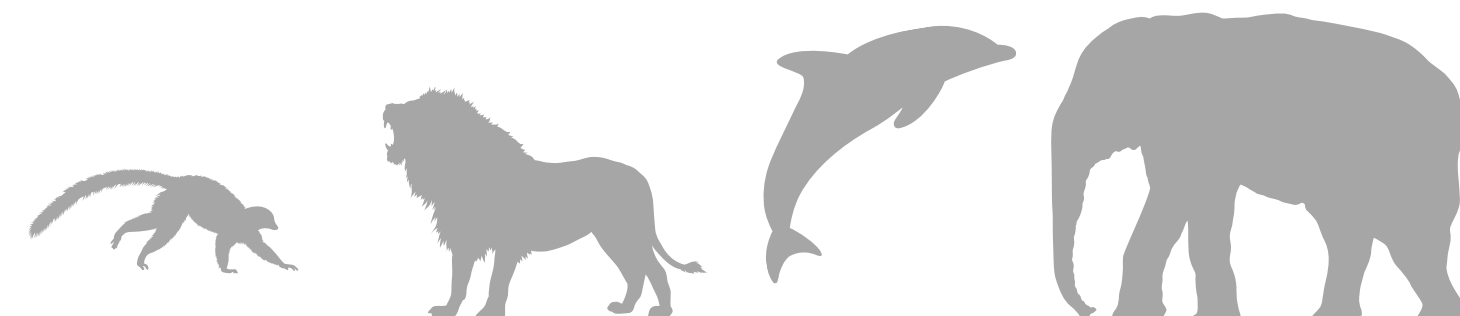
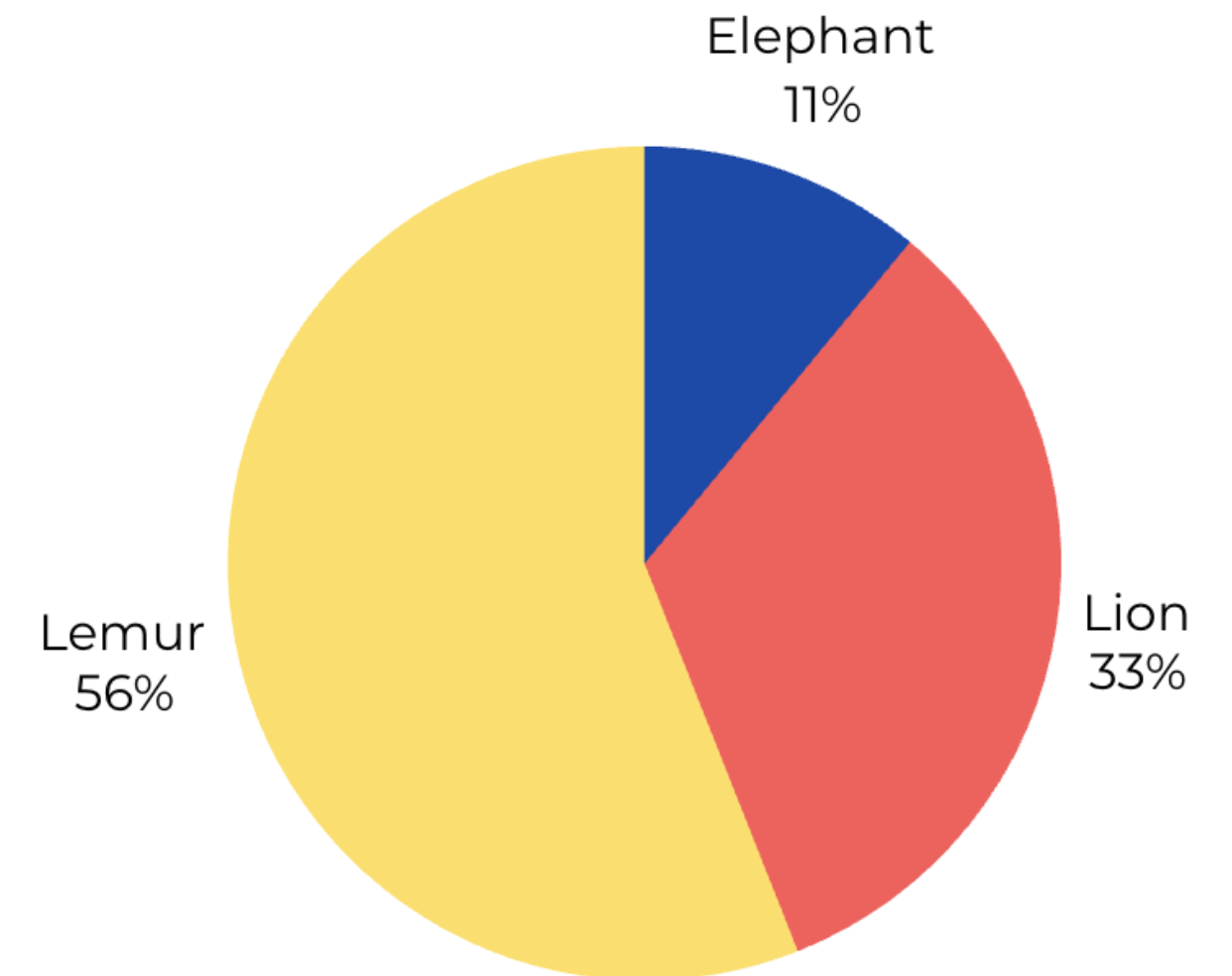
PARTICIPANTS

Z ZOOKEEPER
PROGRAM

NATURAL



ADAPTED



Today's pace of
change requires
leaders who can read
people as clearly as
they read a P&L.

BOLD, NATURAL LEADER



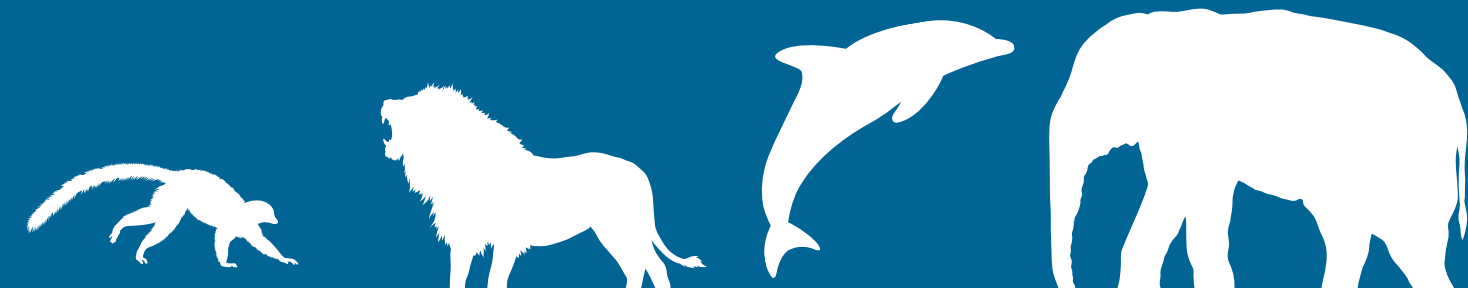
INFLUENTIAL CONNECTOR



ANALYTICAL, CORRECT



SUPPORTIVE, STABILIZER



QUESTIONS??



SCAN ME

