

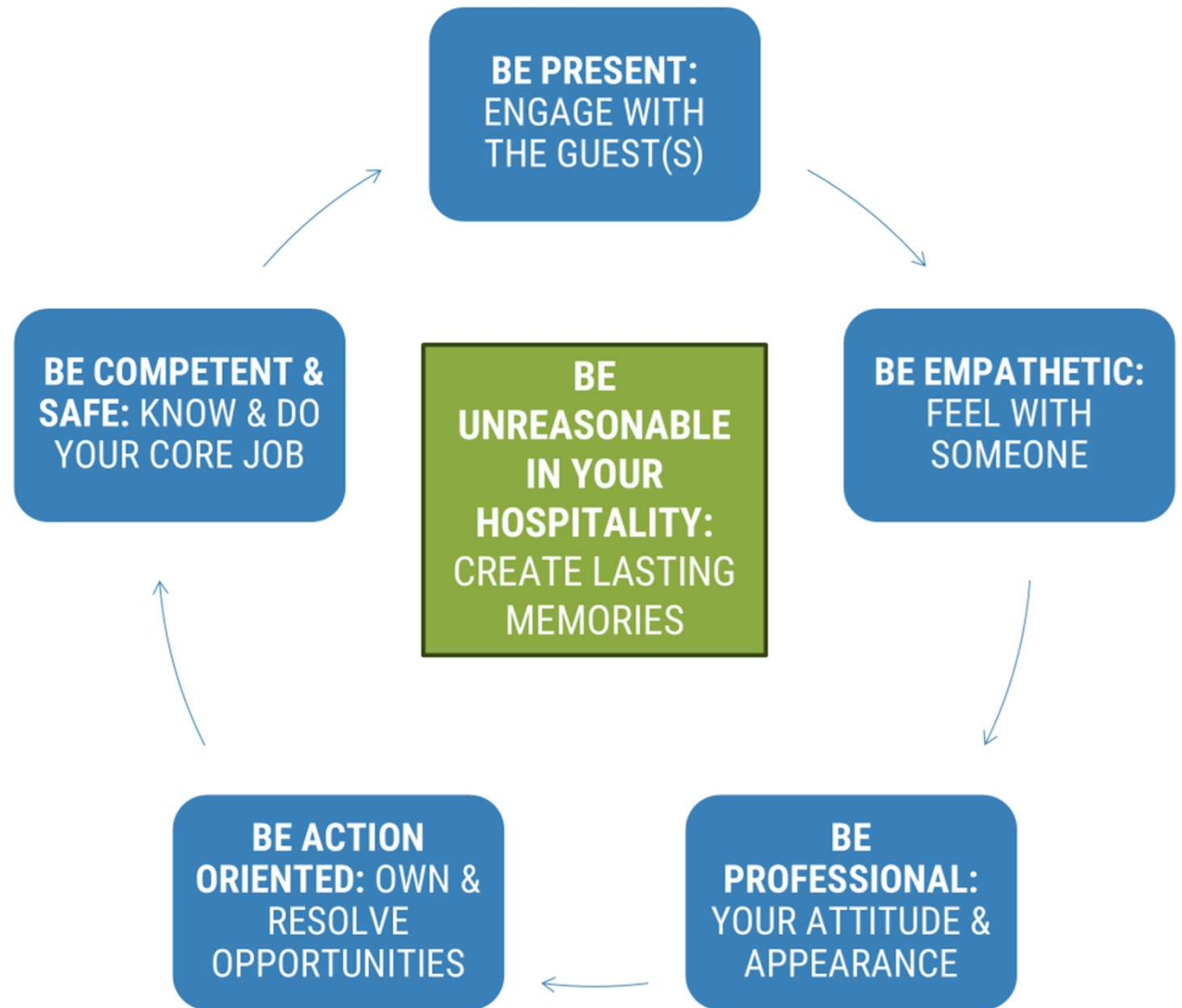
JAY PEAK LEADERSHIP SERIES 2026

FEBRUARY 4, 2026

DEVELOPING THE NEXT GENERATION OF JAY PEAK LEADERSHIP



OUR SERVICE STANDARDS



MY GREAT MANAGING CHECKLIST (THE GALLUP 12)

Gallup 12 Question	Focus	Suggested Actions
Q1: I know what is expected of me at work.	Set clear goals and clarify priorities.	• Hold regular check-ins to align expectations. • Reiterate team priorities and roles during changes. • Ask: "Do you feel clear on what success looks like this week?"
Q2: I have the materials and equipment I need to do my work right.	Remove barriers to productivity.	• Ask: "What's slowing you down?" • Follow up on resource needs promptly. • Advocate for tools and support systems.
Q3: At work, I have the opportunity to do what I do best every day.	Align strengths with responsibilities.	• Ask: "What kind of work energizes you most?" • Delegate based on strengths, not just availability. • Celebrate team members' unique talents.
Q4: In the last seven days, I have received recognition or praise.	Offer timely, specific appreciation.	• Recognize daily wins, not just big milestones. • Praise in the moment and in front of others. • Be genuine, not generic: name the impact.
Q5: My supervisor, or someone at work, seems to care about me as a person.	Show personal care and support.	• Ask about well-being in 1:1s. • Remember personal milestones (birthdays, achievements). • Be flexible during life events or challenges.
Q6: There is someone at work who encourages my development.	Actively support growth.	• Ask: "What's one skill you'd love to develop?" • Connect people to learning opportunities. • Share feedback as a growth tool, not just critique.
Q7: At work, my opinions seem to count.	Invite and act on input.	• Ask for ideas before decisions are made. • Acknowledge suggestions and explain how they're used. • Thank people for speaking up.
Q8: The mission or purpose of my company makes me feel my job is important.	Connect daily work to the bigger picture.	• Share customer stories and impact. • Reinforce how team goals align with the mission. • Ask: "How does your work support our purpose?"
Q9: My associates or fellow employees are committed to doing quality work.	Reinforce team standards and pride.	• Recognize examples of peer excellence. • Address performance issues early and directly. • Model your own commitment to high standards.
Q10: I have a best friend at work.	Support connection and belonging.	• Create informal team connection opportunities. • Encourage peer mentorship and team check-ins. • Celebrate inside jokes, traditions, or wins together.
Q11: In the last six months, someone has talked to me about my progress.	Have regular growth-focused conversations.	• Include development as a standing 1:1 topic. • Use feedback to reflect on progress, not just fix problems. • Celebrate milestones, even if informal.
Q12: This last year, I have had opportunities to learn and grow.	Enable learning and stretch opportunities.	• Offer new challenges, projects, or cross-training. • Share your own learning openly. • Encourage a "learn it, try it, share it" mindset.

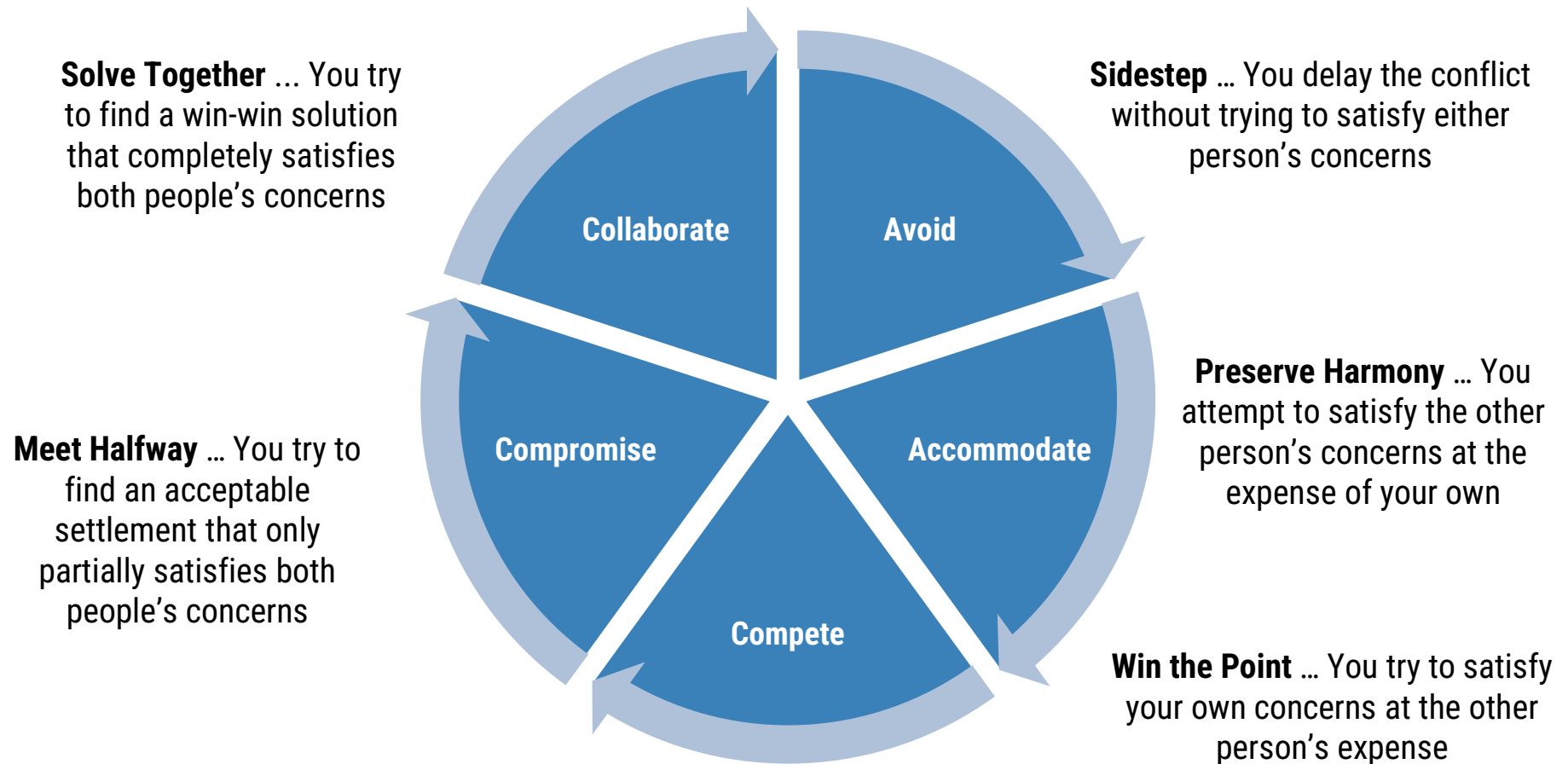
CONFLICT MANAGEMENT CAPABILITY ASSESSMENT

Instructions: For each statement, rate yourself on a scale from 1 to 5

1 = Rarely / Almost Never **2** = Sometimes **3** = Often **4** = Consistently / Almost Always

1. I address conflict early rather than waiting for it to resolve itself.
2. When emotions rise, I pause and regulate my own reaction before responding.
3. I clearly separate observable facts from assumptions or interpretations when discussing an issue.
4. I name tension or frustration directly instead of letting it remain unspoken.
5. I ask genuine, open-ended questions to understand the other person's perspective.
6. I demonstrate respect even when I strongly disagree with someone.
7. I focus on shared goals (e.g., safety, results, guest experience, team success) to realign the conversation.
8. I avoid blaming, labeling, or using absolutes (e.g., "always," "never") during conflict.
9. I ensure conflict conversations end with clear agreements and next steps.
10. After conflict, I follow up to confirm commitments and repair relationships if needed.

WHAT CONFLICT STYLE DO YOU GRAVITATE TO?



SELF-REFLECTION: YOUR APPROACH TO CONFLICT

Your Initial Reactions	Your Strengths	Your Growth Opportunities	My Next Step Actions
○ How do you feel about your results (e.g., surprised, validated, confused)? ○ Do your scores align with your self-perception? Why or why not?	○ What aspect of your approach are strong and where you want to be? ○ How do these strengths show up?	○ What aspects of your approach need more focused attention and is not quite where you want to be? ○ How might these areas be limiting your success or relationships?	○ Based on what you learned, you are going to commit to:

CLEAR: A CONFLICT CONVERSATION FRAMEWORK

