

# THE MENTORSHIP EFFECT

EMPOWERING OTHERS, TRANSFORMING LIVES

 **ISA**  
FALL **SUMMIT**

**THE CHANNEL'S BEST**  
PROFESSIONAL DEVELOPMENT EVENT



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MSC Industrial Supply  
SVP, Sales & Customer Success



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# If I only knew then what I know now



The wisest person ever known

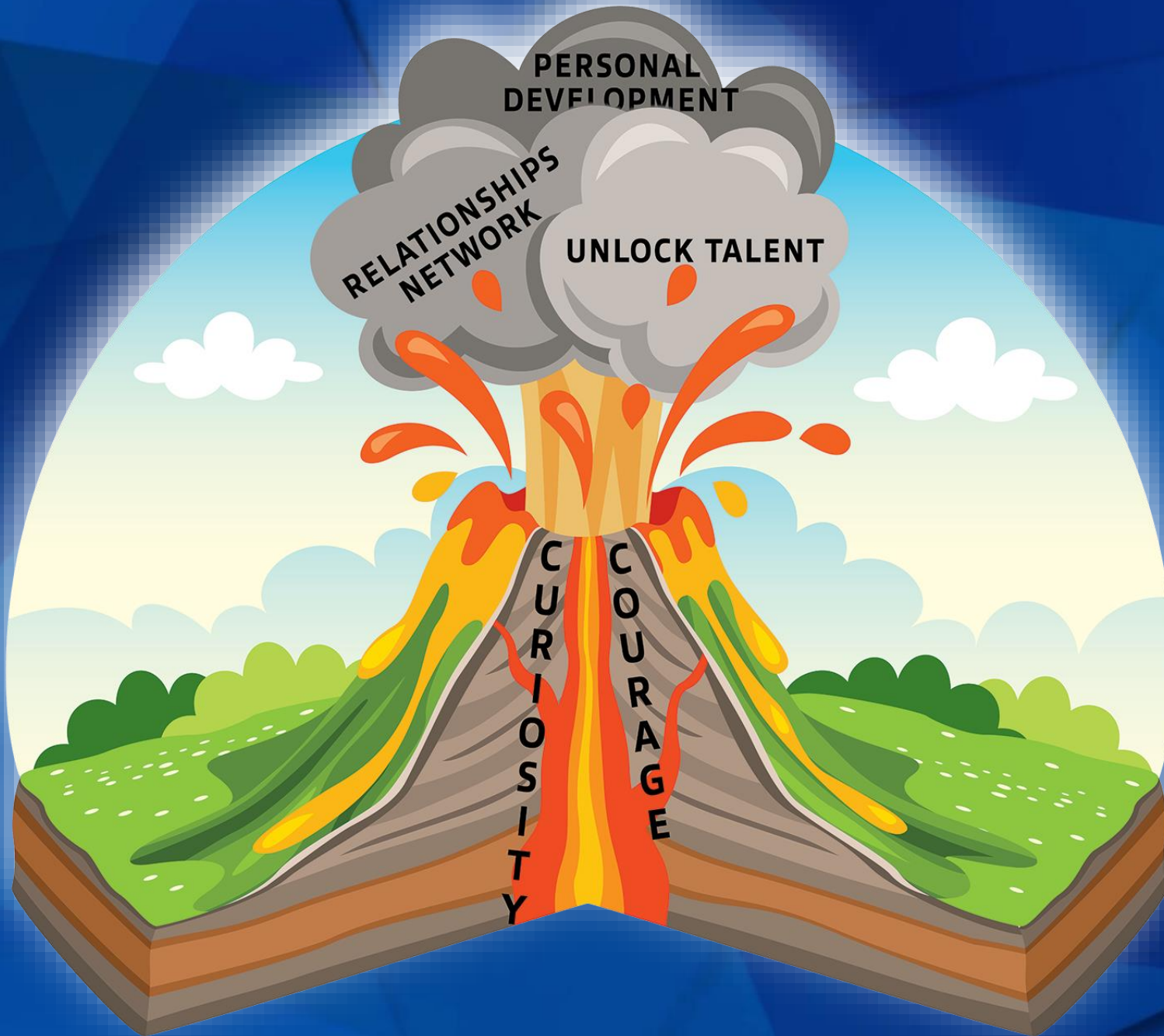


Mentorship impacts our lives, when...

# YOU EMBRACE

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# Network Evolution / Choices

## Supply Chain

Critical to fill rates, service levels, and customer strategies deployed whether proactive or reactive



## Satisfaction, Loyalty, Growth

Voice of the customers assists in validating go to market and customer engagement models as landscapes evolve

## Strengths, Weaknesses, Opportunities, Threats, Industry evolutions

Relationships that help inform strategies



## Org Navigation & Support

Enablers that assisting in getting strategic things done; Partners on critical projects and problem solving; Get strategic POV



## Family & Friends



Me



## Enablers that Scale

Help to invest in technology that drives personalization, operating leverage, and that harnesses the power of skills and people on your team

## Front Line Action

Helps understand customer needs, systems, SOP's, & needed skills; Where the action happens



## Experience, Knowledge, Insights

Helps in setting personal goals, developing contacts, & identifying resources needed



## Objective Point of View

Provides guidance, emotional support, motivation, & role modeling: Sharing of ideas and feedback

# INFLUENCE 360

**OWN  
IT!**





# Differentiation Matters



**CHOICES**



# Honey vs. Vinegar



**ADVOACACY**

**EAGER TO  
LEARN**



**CHARACTER**  
**NON-NEGOTIABLE**



# ONE TICKET

## Edna



## Marge



## Brenda



# Final Thoughts



**✓ TOP 5**  
**✓ TAKE INVENTORY**  
**✓ VISUALS MATTER**

# Thank you!

