

The Manager Multiplier: How Great Leaders Amplify Results

Summary: Many managers lack the tools and training to navigate the complex human dynamics of their role, from running consistent 1:1s to giving effective feedback. Join LifeLabs Learning and Bonusly to discover the most impactful systems, tools, and skills your managers need to succeed.

Webinar June 3rd, 2025

LifeLabs⁷ Learning bonusly

The Manager Multiplier: How Great Leaders Amplify Results

 Nora Fallon
Facilitator, LifeLabs Learning

 Debra Squyres
Chief Customer Officer, Bonusly



Nora Fallon
Facilitator
LifeLabs Learning

LifeLabs⁷ Learning

Engaged and high-performing workplaces, faster.

500,000+ learners | 2,600+ innovative companies

Training for managers, senior leaders, and teams at amazing places like:



















After 3 months:

100%
of learners said they were using new skills they had learned.

95%
of learners' managers said they still saw a positive impact.

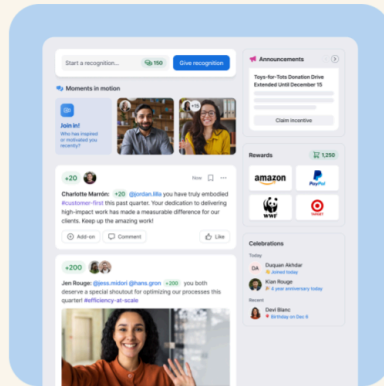
70+
We earn a world-class NPS score from our clients.



Debra Squyres
Chief Customer Officer
Bonusly

recognition done right.

Recognition should do more than reward good work—it should fuel it. Make recognition more meaningful and build a culture where people grow together.



Agenda



- 1 An Engaged Manager is an Effective Manager
- 2 1:1s
- 3 Feedback
- 4 Q&A

Predictors of Engagement

- My manager cares about me and my development



Predictors of Engagement

- My manager cares about me and my development
- I am learning and growing



The **shift in workforce** cannot be ignored

95%

US Career Institute

of employees want **remote** (54%) or **hybrid** work (41%)

- Demand workplace flexibility
- Want professional growth
- Feel disconnected from the company and their peers

27%

Zurich Insurance Group

of the workforce is now **Gen Z**

- Want flexibility along with opportunities to excel
- Crave transparency, open access to information and clarity in expectations
- Expect real-time feedback

bonusly

Cultivating high-performing teams is getting harder.

The impact is on **company outcomes**

Lack of trusting relationships
Difficult to develop authentic relationships that motivate teams and enable honest, effective feedback.

Heavy workload & inadequate manager training
Manager efficacy accounts for **70%** of variance in employee engagement.

Shroud of remote and distributed work
Lack of touchpoints and poor line of sight to teams has stymied communication and oversight.

bonusly

Investments in people programs & tools are essential

Motivated employees guided by **effective managers** and the **right tools** help teams excel.

Effective Managers
Empowered managers contribute **48% higher profit** to companies than average managers.

New Tools
1/3rd of the time traditional performance management & feedback processes make performance worse

Employee Motivation
Companies with highly engaged employees increase profits by **23%** and outperform competitors by **147%**

bonusly

Investments in people programs & *the right tools* are essential

Motivated employees guided by **effective managers** and the **right tools** help teams excel.

Effective Managers
Empowered managers contribute **48% higher profit** to companies than average managers.

New Tools
1/3rd of the time traditional performance management & feedback processes make performance worse

Employee Motivation
Companies with highly engaged employees increase profits by **23%** and outperform competitors by **147%**

bonusly



Managers that said their company offered technology that supported their performance on the job were **37% more likely to understand their job** expectations and responsibilities.

Source: 2024 Lighthouse Research & Advisory Performance, Engagement and Culture Study (n=1,077 employees)

Agenda



- 1 ~~An Engaged Manager is an Effective Manager~~
- 2 1:1s
- 3 Feedback
- 4 Q&A

1-1s are sacred management time

What is it?

30 minute meetings

Every week or 2 weeks

Focused on the person (not on status updates)

Why does it matter?



15

CAMPS Model

Certainty

Autonomy

Meaning

Progress

Social Inclusion



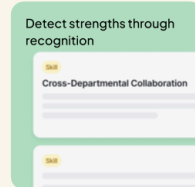
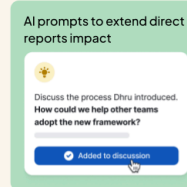
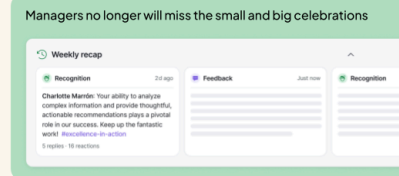
How often do your managers and their teams discuss individual and team goals?

- A. Weekly
- B. Monthly
- C. I have no idea, we don't have any way to measure this.

Let us know your thoughts in the chat!

Celebrate successes & strengths

Celebrating successes more than once a year and get a complete picture of people's superpowers to maximize impact throughout the year.

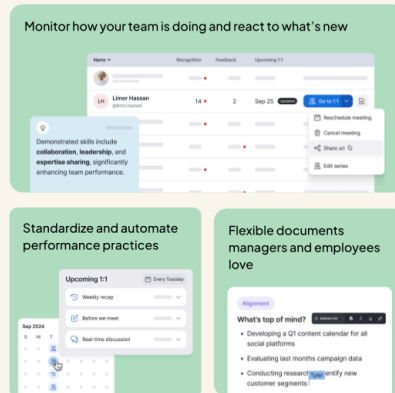


bonusly

Regular growth conversations

Strengthen the manager and employee bond through regular conversations that are focused on both alignment and relationship building.

bonusly



When using a proper check-in and coaching along the way, performance is enabled in the flow of work and ...
reviews are just recaps

bonusly

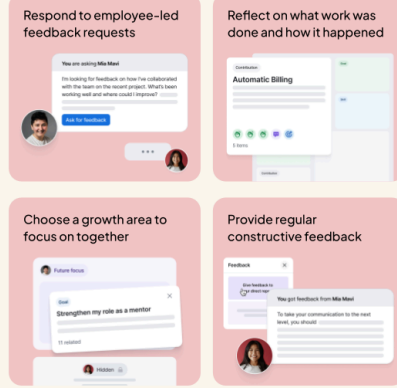
Agenda



- 1 An Engaged Manager is an Effective Manager
- 2 ~~Life~~
- 3 Feedback
- 4 Q&A

Turn managers & teammates into coaches

With regular feedback nudges, peers can help each other and managers engage in regular development conversations.



Feedback

How it feels to receive feedback annually



How it feels to receive feedback regularly



Shift in the performance paradigm

Enabling Recognition + Performance

- A ritual, not a process
- Data-driven conversation
- Growth-focused
- 360 discussion
- Positive and constructive
- Simple, light lift

Employees are **3.6x** more likely to do great work when they receive consistent feedback

Managers without modern tools are **2x** as likely to say culture blocks them from doing their best work

Playing Card Method



Playing Card Method



CLUB: Blurry, critique



SPADE: Specific, critique



HEART: Blurry, praise



DIAMOND: Specific, praise

Playing Card Method



CLUB: Blurry, critique



SPADE: Specific, critique



HEART: Blurry, praise



DIAMOND: Specific, praise

Do these!



Playing Card Method



CLUB: Blurry, critique



SPADE: Specific, critique



HEART: Blurry, praise



DIAMOND: Specific, praise

I don't think you handled that situation with the client well

Ok! Could you turn that club into a spade? What specifically didn't go well?

Playing Card Method



CLUB: Blurry, critique



SPADE: Specific, critique



HEART: Blurry, praise



DIAMOND: Specific, praise

I loved that presentation today.
Good job!

Playing Card Method



CLUB: Blurry, critique



SPADE: Specific, critique



HEART: Blurry, praise



DIAMOND: Specific, praise

I loved that presentation today.
Good job!

Thanks for the heart! So I can
learn: can you tell me what you
liked about the presentation?

Agenda



- 1 ~~An Engaged Manager is an Effective Manager~~
- 2 ~~title~~
- 3 Feedback
- 4 Q&A

Q&A



