

*"Your Success Is My Success"*  
-- Daryl Urbanski



## **Strategies for Effective Account Management and Employee Development with Coleen Ordoná**

The article revolves around an interview with Coleen Ordoná, a high achiever in account management who balances professionalism with personal connections in her team.

It's crucial because it shares useful insights on successful team management, deal negotiations, and handling of personal professional status.

The benefits of this workbook are that it provides readers with instrumental tools to apply Coleen's lessons to their professional lives, ultimately elevating their own team management and leadership skills.

### **Quote to Remember From the Interview**

*"Your position does not define your worth. There is no shame in starting over if necessary."*

### **What You'll Learn from the Activity**

The activities and questions will let you examine your own management styles, relations within the workplace, and ability to negotiate deals closely, heightening your understanding and application of Coleen's advice.

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## Activity

Reflection Activity: Examine the way you understand commercial terms in your role. What steps can you take to improve?

How does your team stay informed about each process? Enumerate the strategies.

Do you prefer group trainings or one-on-one coaching for team improvement? Why?

List 3 areas of improvement within your team.

Situational Activity: If a team member is resistant to training, how would you handle it?

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True or False: Personal relationships should not impact professional conduct.

List the top 3 traits you consider when promoting a team member.

How would you encourage open conversation about training, correction, or mentoring within your team?

Fill in the Blank: As a team leader, I place high value on \_\_\_\_\_.

Reflection Activity: How does being honest challenge or enrich your professional conduct?

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Situational Activity: If you found yourself at a point where stepping down seemed necessary, how would you handle it?

Does your position define your worth? True or False.

List three reasons why starting fresh can be beneficial.

Reflect on a time you displayed grace under pressure in your professional life.

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Enumerate the top 3 lessons from Coleen's approach to account management you find most relevant.

Rate your self-confidence in the professional sphere on a scale of 1-10.

I believe team management should be more about \_\_\_\_\_ than \_\_\_\_\_.

True or False: Like Coleen, I believe my professional stature does not define me.

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Based on Coleen's approach, can professionalism and friendship within a team exist together? Why or why not?

Sentence Completion: In the face of challenges, successful team management requires\_\_\_\_\_.

These activities will encourage introspection, challenge biases, and help in gaining a well-rounded perspective on team management and leadership based on the insightful experiences of Coleen Ordoná.