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Episode 19: “We Can Do Better”. A Master Class with a world class mentor, Sharran Srivatsaa:

Sharran is the CEO of Kingston Lane, a push-button technology execution platform for real estate. Most recently, Sharran grew Teles Properties by 10x in 5 years and led its acquisition to Douglas Elliman

3:55 We are not the sum of our experiences. We are the sum of our aspirations!

6:03 “We need to get you a skill that will be a passport to get you out to a better place”. For 3 years Sharran had a singular focus to upskill in tennis with the hope that this would lead to a much bigger and better future, which was his parents strong wish for him They hoped that developing this skill would get him to the USA with a Tennis Scholarship.

8:10 “The Gift of a Year”. Sharran’s parents made every sacrifice by selling EVERYTHING they owned to give their son a cheque to cover a year’s tuition and boarding in the USA. “*We can do better for you*”.

9:30 The Lessons Learned in a dumpster: *“If that’s what it takes to survive then I at least I had the resources to make that happen”*

12:20 “Power Talk” with Tony Robbins. Learning the English language from Personal Development Icon Tony Robbins, (Unleash the Power Within and Power Talk Cassettes were his Tutor to developing his English skills). Sharran learned the power of language, self-talk, affirmations, goal setting and developing a “**belief system**” that lead to a calm confidence for him to build a better life through better **routines** and **rituals**.

17:05 The Customer Experience. *“Working in the hospitality Industry teaches you empathy..... A strong work ethic and how to improve the customer’s experience through better service....”*

18:51 From 1 office and 35 Agents to 22 Offices and 600 Agents in 5 years Sharran’s input lead to a 10X growth in 5 years through enhanced processes and the “Teles” edge

20:00 The Three Foundations to Sharran’s Success! 1. **A singularity of Focus.** (*“In the absence of a strategy everything looks like an opportunity”*). 2. **The Cadence of Accountability.** The 15- minute accountability phone call asking two simple questions.... *“What did you achieve yesterday? What are you committed to achieving today?”* 3. **Good Process drives good results!** In most companies today, **People** are your infrastructure, so implement these 3 keys to improve your people and your organisations!

26:52 A Great Feedback Loop. We think we can have a phenomenal interaction with a client in their living room in one meeting and after one presentation! Multiple touch points ensure you're more connected and have a better chance of forming a lasting relationship. Clients want an **interface solution** at the speed of click. Nail these two things down and you will win the market-share you deserve.

33:00 The sooner we can move from a transactional Mindset to a “Development & Grow Our People” mindset, the quicker we can build a world class culture: Daily Video tips lead to daily 30 minute calls between 9am & 9:30am every morning (originally started with Mondays and Fridays) that the whole Teles team could dial in to. Themed 30 minute daily calls. Each Month there were the “Top 10 Takeaways for the Month”. These two things created the Teles Culture. Key Quote: **Culture is ‘Buzz’**. Document what's going on within your organisation, then you don't need to have to create content daily!

41:12 A strong discipline around routines and rituals: Sharran makes his wake up and sleep times routine to ensure that he can control what's in the middle. **Check out his 5am club here:**

<https://www.sharran.com/5amclub/>

<https://kingstonlane.com/>

49:57 A parenting tip from Sharran's garage – State change from entrepreneur & CEO to Dad and Husband using a guided meditation app before leaving his car for the living room!

Connect with Sharran today.

Sharran's website: <https://www.sharran.com/>

<https://www.sharran.com/5amclub/>

<https://www.facebook.com/likesharran/>

<https://www.instagram.com/sharransrivatsaa/>

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