



LANDSCAPE
ILLINOIS

Leadership Blindspots

See What You're Missing | February 17, 2026

landscapeillinois.org

Leadership Blind Spots

See what you've been missing – and what it costs you!





What is a blindspot?



What you'll get today...



- spot your #1 blindspot in under 2 minutes
- save \$\$ in turnover, callbacks and lost jobs
- a 30-day action plan to repair blindspots and start saving \$\$



Story # 1

“Short. Every. Single. Time.”



Quick Blindspot Check – 90 Seconds



Use the handout

Circle 10 statements that feel true
90 seconds...go!

5 Blindspots Costing Landscape Companies

- Clear? But you're vague
- Silence is not agreement
- Avoiding hard conversations
- Training
- Fixing people vs. the system



5 Blindspots Costing Landscape Companies

	Rank	Blindspot	% of Total Profit Loss	Typical 2-8 M Company
	1	You think you're clear... but you're vague	24–32 %	\$75K – \$250K / year
	2	Silence = agreement (unspoken gripes)	18–26 %	\$60K – \$180K / year
	3	Avoiding the hard conversation	15–22 %	\$40K – \$150K / year
	4	“They should just get it” (no real training)	12–18 %	\$50K – \$120K / year
	5	Fixing people instead of the system	10–15 %	\$40K – \$100K / year

Proof



Herring Group 24/25 Study of 163 Companies with 2.3B in revenue

- #1 cause of callbacks: Unclear daily expectations: 62% of firms
- #1 driver of turnover: >35% lack of clear communication
- 6 or more statements circled? \$75k-450k in preventable costs
- These are not opinions!

Debrief – What your score means

0-2 unicorn

3-5 \$50-100k/yr

6-8 \$100-250k/yr

9-10 \$250-500k/yr, costing real \$\$\$ happy to help! 😊



Story # 2



“Nobody came to see me.”

Story # 3



Brooms \$1,800

Downtime & Frustration: \$\$\$\$!

73 + years



“Longevity? Blind spots still exist.”

Add up the room

Total \$\$

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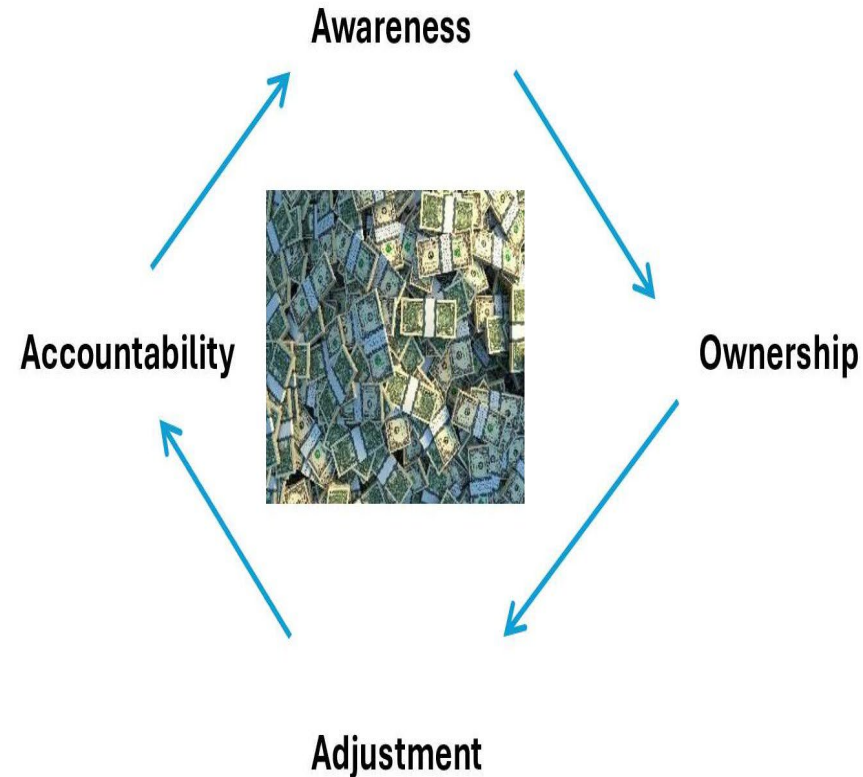
Step 1

Pick your #1 Blindspot



Blindspot formula- Now let's take action!

- Awareness? How to increase?
- Ownership- What will you do?
- Adjustment-Changes
- Accountability-safety



Step 2

Accountability Partner



Step 3

Track it for the next 30 days

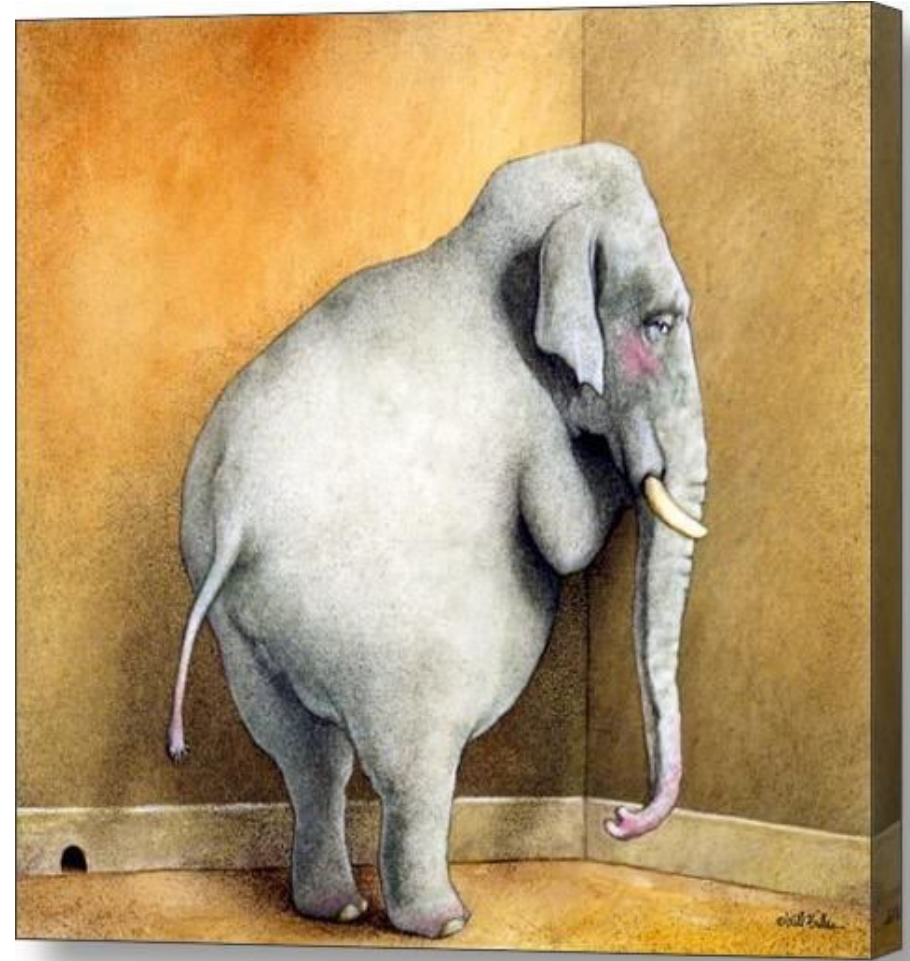


Quick wins



Some questions you could ask...

1. What am I doing...
2. What do you need...
3. How can I help...
4. What are we pretending...
5. The elephant in the corner?



What happens if you do nothing?



More turnover?



Lost clients?



Rework?



Your 30-Day Blindspot Challenge



My #1 blindspot I'm fixing:

One tiny change I will make every day:

One person who will call me out if I skip it:

If this exercise surfaced something real for you
— don't ignore it.

Blindspots don't fix themselves.





Leadership Blindspot Check



What might I be missing?



Closing...



A.

C.

T.



Thank You So Much!

