

Part 1: Session 1 Actions raw data

MAKE EMPLOYEES AND CUSTOMERS MORE

COMFORTABLE TO ENGAGE + COMMUNICATE. OPENLY

I.E. TREAT PEOPLE THE WAY YOU WANT TO BE TREATED

- ACCEPT / HAVE PEOPLE FOR WHO THEY ARE 😊

More Staff Gatherings

More incentives

Up hold and continuously improve work environment

Team building activities

Talk / Open Communication with Staff.

General Sit Down Chats (not 6 month updates), about
How Things are Going / Career Movement/Advancement.

educate more about the role ~~and~~ that a particular
person it is ~~not~~ handed to in this company and
giving ~~opport~~ opportunities to grow with the company in
order to be effective and company will grow
from it.

- Group Activities outside of work or after work,

- More engaged with co-workers (Bond)

- Career development

- More time for certain tasks

" PAY RISE "

- Better communication with in the different departments

Always motivates, help us grow and continuous improvement.

Pay Rise :

- TO COMMUNICATE ~~each other~~ people, I WILL NEED TO IMPROVE THEM.

- NEED TO DAILY MEETING TO IMPRESS ONE OF EACH QUESTION
OR PROBLEM IN WORK SHOP

= NEED TRAINING ON HIGH RISE

Part 2: Session 1 Actions typed up

- ◆ Make employees and customers more comfortable to engage and communicate openly
- ◆ Treat people the way you want to be treated
- ◆ Accept people for who they are.
- ◆ More staff gatherings
- ◆ More incentives
- ◆ Uphold and continuously improve work environment
- ◆ Team building activities
- ◆ Talk/open communication with staff.
- ◆ General sit down chats (not 6 months updates), about how things are going, career movement and advancement.
- ◆ Educate more about the role that a particular person is handed to in the company
- ◆ Give more opportunities to grow with the company in order to be effective and company will grow from it
- ◆ Group activities outside of work or after work
- ◆ More engagement with co-worker (Bord)
- ◆ Career development
- ◆ More time for certain tasks
- ◆ "Pay rise"
- ◆ Better communication within the different apartments
- ◆ Always motivate, help us grow, and continuous improvement
- ◆ Pay rise
- ◆ To communicate with each other, I will need to improve that
- ◆ Need to have daily meeting to impress one of each question or problem in workshop
- ◆ Need training and high rise

Part 3: Session 2 Actions raw data

The company must fair
to all!

Work longer days to get a rostered day off.

Reward for doing survey

Air fryer in the break room
if we get over 80%

- ① more technical ~~to~~ training for the technician to be ~~more~~ efficient and accurate w/ their work
- ② More sharing ideas to each other specially technical issues in the workshop.

ASSUME ALL EMPLOYEES WANT TO
ADVANCE THEIR CAREER

Communicate active action
Plans and changes
To all departments

REDUCE THE DIVIDE BETWEEN CLEAN SIDE
& DIRTY SIDE! SHAW ROOM & WORKSHOP.

ACCOUNTANT THAT YOU WANT SELL A CAR
IF YOU TELL THE BEST YOU NOT INTERESTED
IN SERVICE & REPAIR.

IF YOU CAN'T SELL A CAR. YOU ~~WANT~~
WONT HAVE CARS THAT NEED
REPAIRING.

Training plans & one-on-one training
for all employees.

Anton training for All dept Not
just sale & servia.

Invest in all employees.

Part 4: Session 2 Actions typed up

- ◆ The company must fain to all!
- ◆ Work longer days to get rostered day off
- ◆ Reward for doing survey
- ◆ Air fryer in the break room if we get over 80%
- ◆ More technical training for the technician to be more efficient and accurate with their work
- ◆ More showing ideas to each other specifically technical issues in the workshop
- ◆ Assume all employees want to advance their career
- ◆ Communicate active action plans and changes to all department
- ◆ Reduce the divide between clean side and dirty side (showroom and workshop)
- ◆ Accommodate that you won't sell a car if you tell the guest you not interested in service and repair
- ◆ If you can't sell a car you won't have cars that need repairing
- ◆ Training plans and one-on-one training for all employees
- ◆ Anton training for all department, not just sales and service
- ◆ Invest in all employees

Part 5: Session 3 Actions raw data

Encourage interdepartment communication on an employee level, lead by staff overseen by management to encourage ideas of development & feedback at a peer level.

provide feedback during all weekly meetings and discuss new bulletins or new issues that has occurred

Communication between departments, so everyone is on the same page.

Just keep doing what they are doing

So far the support I have received in my role ~~to~~ is been awesome

so I would like this

to continue.

Encourage us to pursue expanding our work capabilities to become a better work asset.

Encourage and reward hard work from all employees. Come and talk to different departments and engage with them as peers not just employees.

Part 6: Session 3 Actions typed up

- ◆ Encourage interdepartmental communication on an employee level
- ◆ Lead by stuff overseen by management to encourage ideas and development
- ◆ Feedback at a peer level
- ◆ Provide feedback weekly meetings
- ◆ Discuss new bulletins or new issues that has occurred
- ◆ Communication between departments, so everyone is on the same page
- ◆ Just keep doing what they are doing
- ◆ So far the support I have received in my role is been awesome, so I would like this to
- ◆ continue
- ◆ Encourage us to pursue expanding our work capabilities to become a better work asset
- ◆ Encourage and reward hard work from all employees.
- ◆ Come and talk to different department and engage with them as peers not just employees