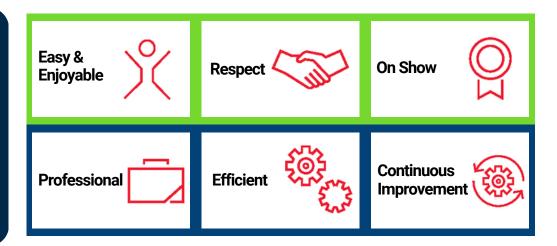
Bill Robertson Toyota - Our Why



Mission - Bill Robertson Toyota's mission is to provide locals with a superior mobility experience.

Vision - To be Australia's best Toyota Dealer and most fulfilling place to work. Our passion is for everyone to experience the Toyota feeling and be our locals first choice.

Values - We share Toyota's Core Values, being:



Let's TALK About It'

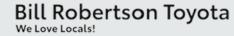
"To achieve this mission and vision, communication (and talking about it) are important"

People also ask :

Why good communication is important at work?

Good communication in the workplace ensures employees have the information they need to perform well, builds a positive work environment, and eliminates inefficiencies. Effective communication should accurately convey information while maintaining or improving human relationships 1Dec 2023

https://www.coursera.org/articles/workplace-communication







Bill Robertson Toyota



"Go out, talk to people, listen to people," she says. "And, most importantly, be prepared to be amazed."

"There is no reason to show that you are paying attention if in fact, you are actually paying attention."

- Celeste Headlee

When your job hinges on how well you talk to people, you learn a lot about how to have conversations -- and that most of us don't converse very well.

Celeste Headlee has worked as a radio host for decades, and she knows the ingredients of a great conversation: Honesty, brevity, clarity and a healthy amount of listening. In this insightful talk, she shares 10 useful rules for having better conversations.



Our Engagement Score

Current 2023 One Tovota Engagement Survey

92%

How we compare based on:

COMPANY 2023 One Toyota

Score 79%

BENCHMARK

Retail Australia, July 2023

Score 73%

Highest 3 Scores

My company is Customer focused 100% (seeking to understand and meet its Customer needs and requirements)

I am willing to go beyond my normal job requirements to help My company 100% succeed

My company's commitment to social responsibility (e.g. community support, 98% sustainability, etc.) is genuine

Highest 3 Scores vs. Benchmark

I see myself still working at My company in two years' time

Workloads are divided fairly among people where I work

My company motivates me to contribute more than is formally required of me

+27 93%

+28

88%

+31

90%

What is the 1 thing that Bill Robertson Toyota can do to help you be more effective in your role?

Bill Robertson Toyota We Love Locals!



