

Review: 8, 10, 21

3.31

- New depots + Pride
- Viva contract in Vic
- 40 trucks → 62  
(M) Monaro — ECT
- 500 employees Monaro  
(20% increase)
- No depot Mgr turnover  
→ Every state in Aust.
- \$60M - \$193.5  
(Service delivery) ↑  
(People) Smarter, not harder
- (Analysis) ↑ Pro-active

Stainless & lights  
on trucks

②

BMA = Vendor 50<sup>+</sup> 56  
& pass out trainer

Less "green drive &"  
green probs 10/30

Our best procedure

"is normal"

Be better

Workshop QA  
inspections

Expect.

Aware of how to

3

Team building

Support

Upskill - difficult

Uplift

Situations

Communication

Effective

Empathy

Understanding

Accepted

Delegation

Allocation

Empower

P.

FUN

✓✓

😊❤



Business

E

We can do

As a business  
80%

80%  
20%

Consistency  
20%

Priority

Reach out for support

4

6  
Ops.

Wait another year!

• Blockages:

- Remove them

- Resources

- Time ownership

- Systems

Right

Ops 80%

Committing

20%

⑤

"Close out the work or  
we are doing it for  
nothing"

Delegation

Intent

ID

"10.07" 50!  
Consequences

A

Time

B

Uc

Conditioning

B

+

V P

ear

E R

S

Best result

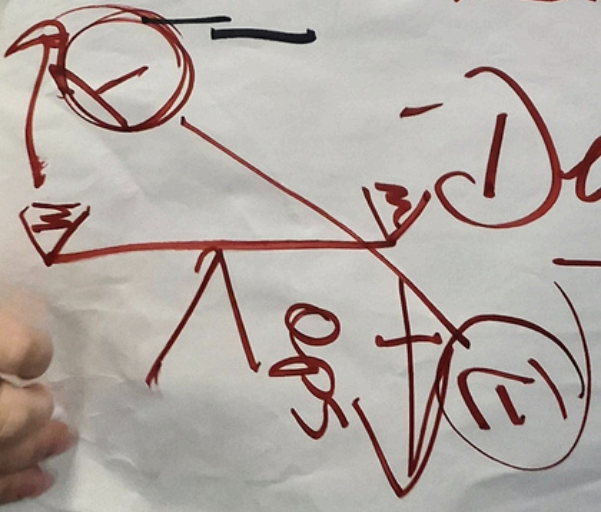
Standards

C

3

Finish your meeting on time however

Delegation



Time

6

8

Time

Case - (4) (8)  
Accountable, Consequences

Time-ownership (7)  
Priorities  
Someone suffers  
Team

↳ If I had to  
"Own my time!", I would

# Own my time

8

- Plan & prioritise
- Commitment & behaviour
- Prioritise
- Sticking to obligations
- Stay on task
- Have 'structure' & commit

to do list

Priorities

Imp/crit.

- Prioritise

- Understand time & process

→ Research more

- Leave meetings



9

- Escalate issues !

- To the point

- Value

- Appreciate

- (Prioritising interruptions

- Plan & utilise

- Focus on detail  
get the info the 1st time

- Trust / Permission  
more / BOR

- "Take time to make time"

- Utilise calendar Prepare

(Review, prioritise, comm)

- Prioritise to help others

Organised

- Finish meetings on time

- Be direct!

- Space between meetings

Task Allocate

Yes

- Levels of priority

P1 - Now Incident

Leader

P2 - COB - Dip Deliveries

P3 - Nextday - Travel Plan

P4 - End of week - Report

in a week

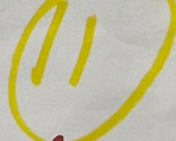
BPMO

=> 20 min meetings see

Eat That Frog! rule

Simon Sinek

12.30

- Last person to talk   
- Yourself, not competitors

- Improve "us all"

- Hold you accountable

- Why? - PCRE

→  
- Believe

Leadership is language

\* Diseased

\* 50%

Slow

Risk ↓

'Captain'

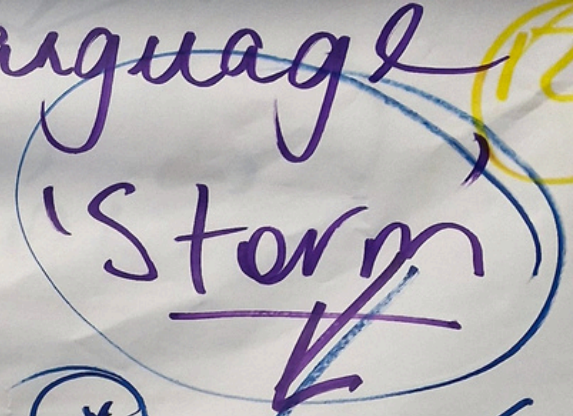
- Trust

- Confidant Captain

Outcome

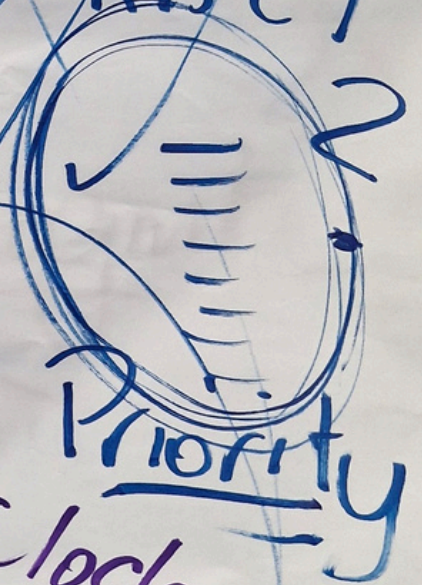
- Fastest

- Slowest



50% Fast

Risk ↑



Priority

Clock

Time

① Information or  
② Instruction

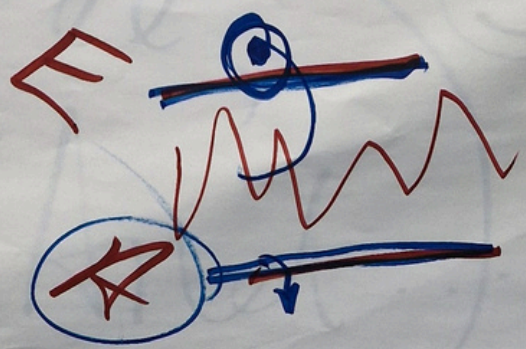
13

'Share wins', Improving  
Keeps getting Recognition

- Give info - so many  
- Whole picture

Deadlines → Recognition

→ The why, W, W, H



2.22

14



I agree,  
And...

110  
 8, 9, 9, 14, 8, 8, 8, 8, 9, 15  
 8.5, 9, 9, 8, 8, 8, 9, 8, 8, 8, 8  
 10, 9.5

2.22

(+)

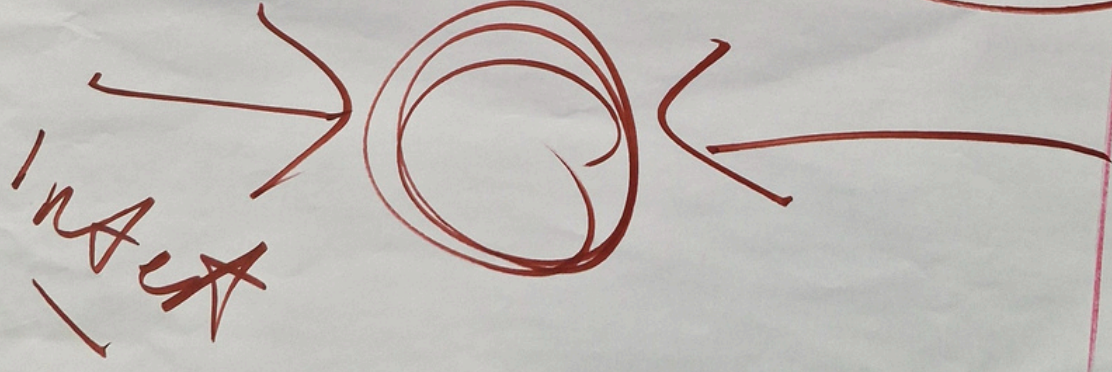
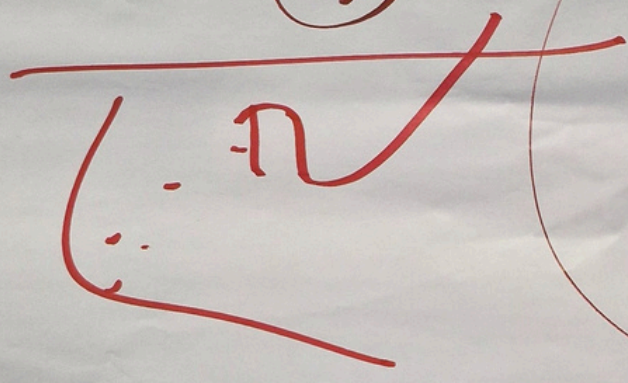
LR

① 2.9013 : 1

Period

(3)  
 (4)

(-)



10 17 55

El Actions

S

S

16

R

11

~~23~~

17

M

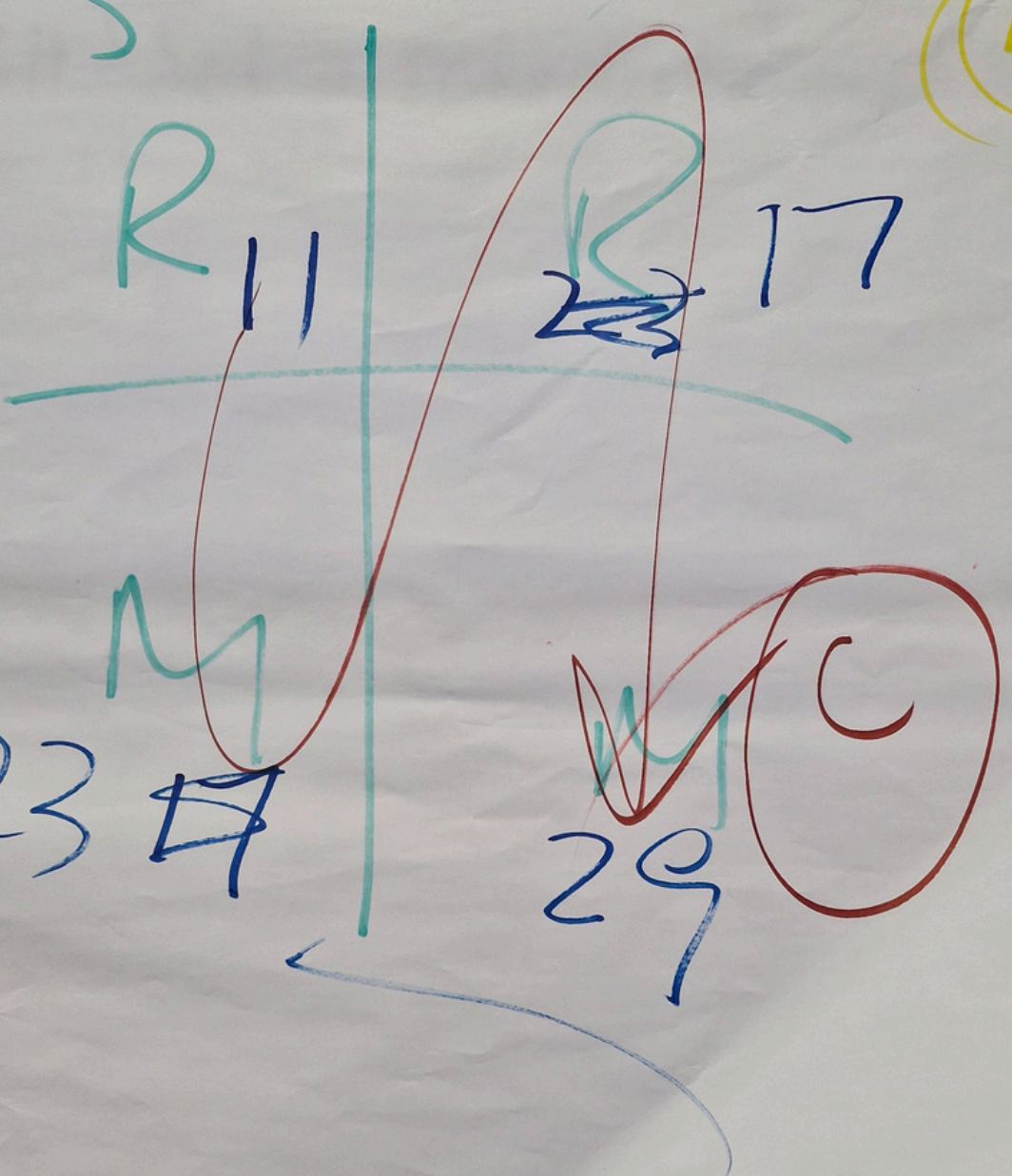
23

~~23~~

29

C

h  
7  
7  
v  
s  
1



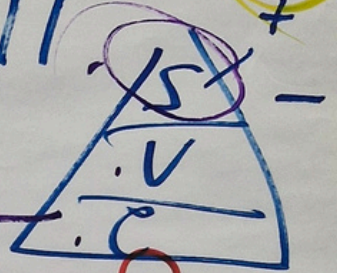


# El Actions

7 - BH: Set a schedule, stick to it, self reward!!! (C) + 17

- AJ - HC  
Feel valued full attention!  
Low

- 1:1s (20)



- On +s Pride

stop & reflect!

Positives (Dirty truck K to m)

- SM  
Set goals, schedule ✓  
consider neg. em. state

10, 8, 9, 7, 9, 8, 9, 8, 7, 10, 6, 9, 7.02 7.00

7, 8, 6, 15, 9, 8, 9

18

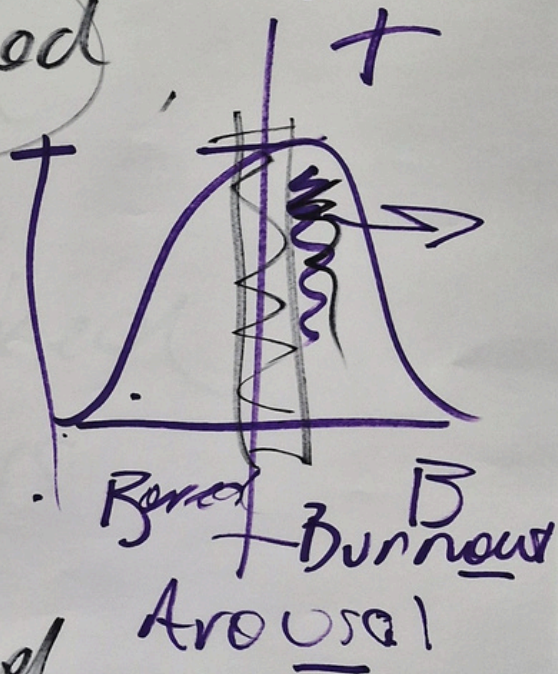
5.6.1  
3:1  
1:3

Today

Happy & interested

Stressed & overwhelmed  
Bad

Eustress



Sleep

Cortisol

Kris

Happy, interested  
competent

Darius.

(2.17)

- What positive messaging
- How to bounce back from negativity (19)
- Best advice given  
↳ Very simple & genuine
- Coaches get sacked  
↳ Pressure on players


Not the dropped ball  
saw an issue  
old skills - family  
talent

Thanks Darius!

9.40

- 3 green flags - go to's 20
- Grounding
- Know your people
- Be prepared
- Very humble & genuine
- ~~Good people, poor choices~~
- Positive about Ezra Mann!
- Positive commentators +
- Heros & villians
- Not the dropped ball
- He saw an issue
- 9 year old skills - Family
- Be grateful

changed my opinion of Darius

Grateful ! 

- Team . Toilet paper 21
- Family & health
- Knowledge - shared
- Opportunity to <sup>contribute</sup> participate & 'Be' Bring
- Support !! Listeners
- Strength ! Day 'love'
- Rock . Achievements

• Exercise - 3.30 Friday (22)

Leading under pressure!

- Process

3

1/3

3/18

5/1

1. Take a breathe depends - calm  
a step back Give me

2. ~~prioritise~~ talk through  
Guidance it 5

2. 1. Delegate / Allocate Action

3. Support the person (4) Feel safe

4. Deal with incident

5. "Ring home" (1) Process System

6. Next person Escalate  
Post support

Person - P1 } 5-10 m  
not (2)

Ask the person to help



# Debrief! Home 23

- Evaluate how it went
- Feedback
- Are you Ok?

Let it go

Say I don't know!!! Don't promote

Don't squabble about you

Don't repeat

Don't get in the weeds

Listen to him not to

Debrief, seated

Be prepared to be

amazed!

- Celeste Headlee! Home 12:28
1. Be present, ~~Don't~~ multi-task.
  2. Don't pontificate
  3. Open ended q {rhetoric}
  4. Let it go
  5. Say I don't know!!! Don't promote
  6. Don't equate 'Not about you'
  7. Don't repeat
  8. Stay out of the weeds
  9. Listen to learn not to
  10. Be brief, seated, respond
  11. Be prepared to be Amazed!



# Integrity

25

Understanding, vulnerable  
Owning, committing

- Standing by your  
word: Say what you mean  
Do it - Reliable

Value:

- Doing the right thing

- Even when  
no one is watching



1 word: - Spiritual - Next-level

- Impactful - Hectic

- Inspiring - Engaged (26)

- Insightful - Good-vibes

- Impeccable - Enlightening

- Informational - Value

- Awesome! - Empower

- Influential - Focused

- Fun - Excited

- Reflective - Beneficial

- Respectful - Motivating

1.

Respect time  
1. Time ownership  
↳ Organising calendar

2. Prioritise work  
↳ in comms - P-4  
↳ Deadlines  
3. 20 min meetings

4. Have coaching, productive  
conversations ; smile

5. Be empathetic  
understanding,  
↳ put perceptions aside

Aaron

Tom

Nic H

Joel

Kris M

Tony

Tamara

Adrian

Chris C

Rodney

Anthony

Matt

Raymond

Neil

Andrew

Nick G

Taylor

Arron

Jade

Chris R

Dave

Ben

Anton

Jan 31

↳ Email from  
AG to  
ask about  
your

commitment, &  
your integrity!