

1912241



ACTION PLAN

Team Building Workshops

Bill Robertson Toyota

Jan 2025 - Dec 2025

With *Al Green*.

Leadership on Purpose

Leadership under Pressure

Leading with Perspective

The Outcomes - High Goals

Generally:

To continue building on great results and achievements that the BRT Sales and Service Teams has made during 2024, and to continue to develop high performing teams, with a focus on living and leading Toyota values, as well as utilising effective communication and team building activities to engage all staff members.

In the service industry, our staff are the face of the business (the Director's of First Impressions). We need to ensure that they not only know how to execute the service process but also understand why on-time delivery is the key driver.

Communication, both internally and externally, is the key to delivering amazing customer experiences! It takes confidence, resilience, and courage to deal with customer challenges at times. The focus for 2025 will be "Together we Thrive".



Moving the needle in your favour

"Supporting Bill Robertson Toyota to grow their business, through internal skills development and external relationship development!"



With a focus on Bill Robertson Toyota's values and delivering exceptional customer experience

Specifically:

- Monthly workshops with Sales and Service Teams that are delivered with energy, engagement, and an enterprise thinking
- That are facilitated in a way that is open, honest and caring
- That allow discussion around issues, challenges, and hurdles that prevent the achievement of high metrics
- Are committed to green metrics, as well as building an amazing team, and taking accountability for both
- **Monthly one-on-one coaching with up to 3 members from the Sales and Service teams to confidentially talk through their challenges and personalise the training material**

Achieving these outcomes will engage your teams to 'talk about it' (and we will incorporate this 2025 focus into all training and coaching)

THE INCLUSIONS - HIGH VALUE

Inclusions About the program

01

Monthly workshops on a Wednesday with the Sales and the Service Teams that address key pain points and growth opportunities

02

FYI profiling to help the leaders to understand their communication styles, and the communication styles of others (including a detailed workbook)

03

A 48-video online leadership training program which is self-paced for all of the new supervisors

04

A free e-copy of Anton's books 'Upgrade, Upskill, Uplift'

05

Electronic versions of (provided by a link):

- Monthly close out reports (and a web page for 2024)
- The workshops yearbook
- Monthly workshop presentations and web page

06

A Leadership Review and action plan using the TGG 7 States and Traits for the Toyota leaders

07

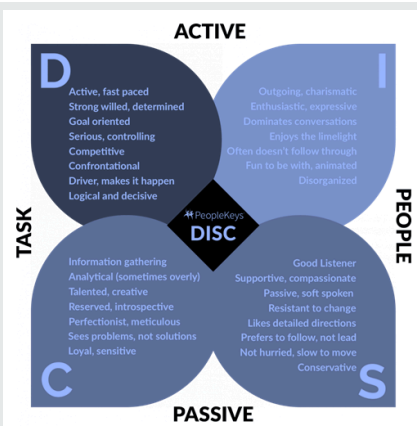
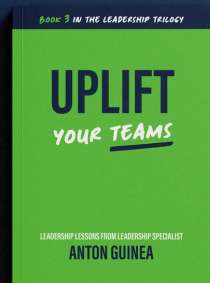
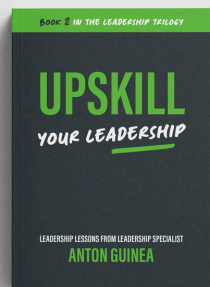
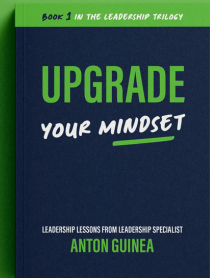
High levels of energy, engagement, and enterprise thinking ... every month ...

08

The opportunity to facilitate a mini-workshop, and to work through a business or a team challenge and work to team resolution

09

A year where Bill Robertson Toyota focuses on:
Together we Thrive



The DISC – High Powered

The DISC® model provides a common language that people can use to better understand themselves and to adapt their behaviours with others – within a work team, a sales relationship, a leadership position, or other relationships.

In 2024, we will include the BIRD profiling process (are you an Eagle, a Parrot, a Dove, or an Owl?)

DISC stands for:
Dominant, Influence, Steady Conscientious

The Facilitator - High Expertise



ANTON GUINEA

Helping to develop
leaders since 2005!

Anton Guinea, one of our expertly trained professionals and an experienced local facilitator, will take charge of supporting you and your teams through the leader training process.

Anton is an international keynote speaker, he is a **leadership and people skills expert**, who is a qualified Resilience Coach, with a degree in Human Resources Management and Psychological Science.

Anton has been conducting training workshops since 2005 and has worked with organisations around Australia and the world.

His programs are built around energy, engagement and enterprise thinking. Anton will develop a process to engage your team members and get them thinking differently – **guaranteed**.

It is not just the workshop experience that will make a difference to your team growth process; it is the before and after support (that is second to none) that will ensure the entire process is one that adds value and is one to remember.

THE INVESTMENT - HIGH VALUE

WHAT	WITH	INVESTMENT
Sales and Service Workshops all on one day	3 x 1hr Workshops a Month Wednesday once a month (Together we Thrive) <ul style="list-style-type: none"> • Workbook is provided • Web page provided • Bill Robertson Toyota vision and values focused 	\$8,025- Loyalty rate: \$3,210 per month
Monthly Coaching for up to 3 team members	For up to 3 Team members Personalised approach <ul style="list-style-type: none"> • Self awareness • Communication effectiveness • Dos and Don'ts of language and body language (Monthly topics to be determined with James) 	

All investments are exclusive of GST

* Investment option exclude venue hire, catering and travel

\$38,520 *

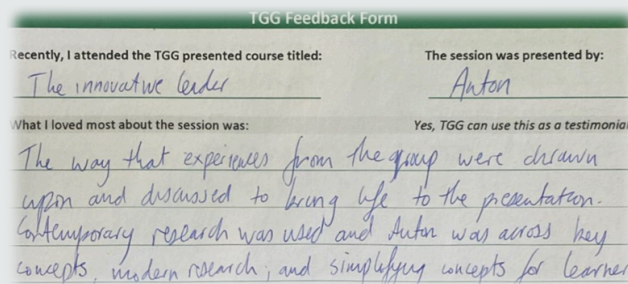
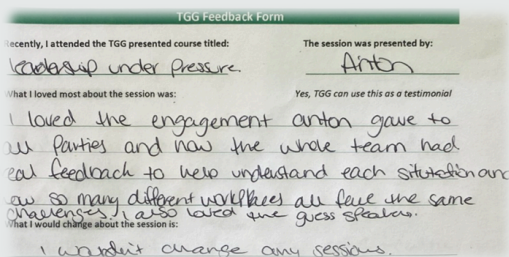
The Case Studies – High Results

Cc: Anton Guinea <anton@theguineagroup.com.au>

Subject: RE: Online Leadership Training Program

Hi Anton/Ally,

I would like to express a personal thank you for the training you delivered. It was not only interesting and valid I now have a better insight into the emotional side of the way we cope differently under pressure. This will assist me with the way I approach a situation and respond to gain the desired result with all stakeholders



Angus Wilson • 3:07 PM

Unreal couple of days mate. Really enjoyed it. Everyone needs to attend this or something similar in their lives. Keep up the great work.



The Aussie Cuttler

9 reviews

★★★★★ 2 months ago

Positive: Professionalism, Quality, Responsiveness, Value

Having just finished a 2 day workshop with Anton I can honestly say that I have learned more about myself in the past 2 days than I have in the previous 2 years! I would highly recommend TGG and their approach to training and I will most definitely be looking into more coaching with these guys in the near future!!!

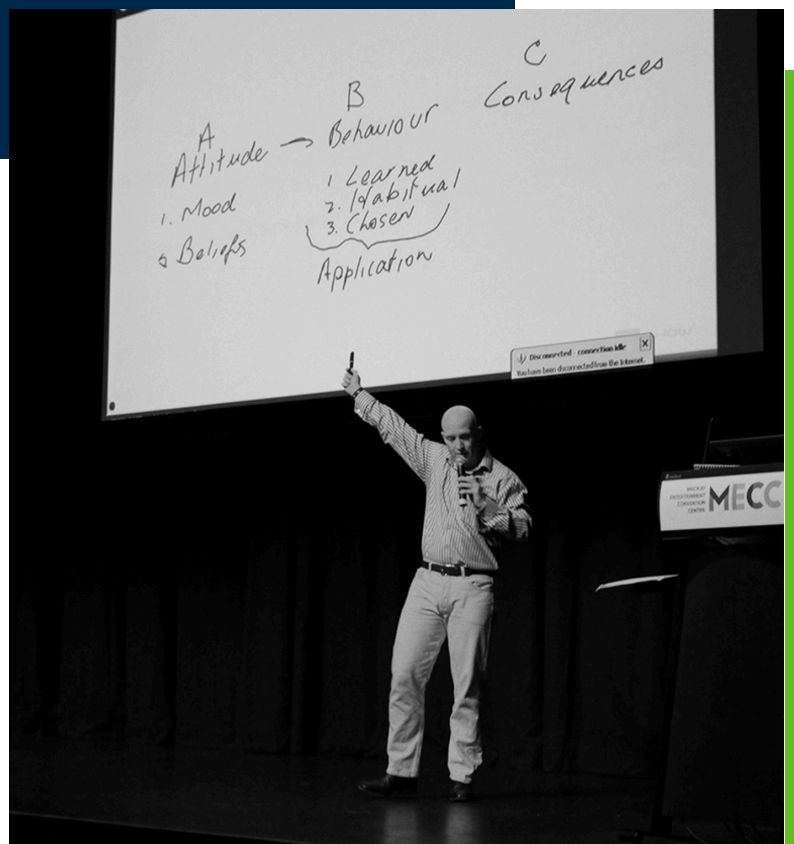
ABOUT THE GUINEA

Since 2005, the Guinea Group has supported leaders in understanding the importance of **relationship building**, to develop **amazing communication skills**.

Our individualised and **tailored training and coaching programs** are delivered with **energy, engagement and enterprise thinking**.

We have worked with Government Officials, CEOs, heavy industry workers and employees from a wide range of industries in **Australia and overseas**.

We are advocates for personal development, emotional intelligence and psychological safety. Our programs are based around these three key elements, and our clients get over 17 years of experience, a Business Degree in HR, a Science Degree in Psychology, an NLP Master Practitioner and much more.



OTHER SERVICES - HIGHLY VARIED

People Development

- Leader coaching and mentoring programs
- Employee and safety surveying
- DISC Profiling
- Employee engagement and empowerment
- Team building (and coach the coach training)
- Employee coaching and development
- Team Management Systems Profiling

Workshop Facilitation

- Goal setting workshops
- Risk assessment workshops
- Problem solving (RCA and defect elimination workshops)
- Issue resolution through Mediation
- Idea generation workshops
- HSE alignment workshops
- SWOT Analysis and business planning workshops

Performance Development

- Business strategy and business process
- Procedure and system implementation
- Change management strategies
- System performance review and optimisation
- Business, team and individual performance review and support
- Systems leadership strategies

Please see the TGG Capability Statement for more information on our services, and the **TGG Difference!**

“

I START WITH THE PREMISE
THAT THE FUNCTION OF
LEADERSHIP IS TO
PRODUCE MORE LEADERS,
NOT MORE FOLLOWERS.

-RALPH NADER

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THE GUINEA GROUP

