



Bill Robertson Toyota



Bill Robertson Toyota



Team Training

January 2025 - December 2025

Well team, it has been another amazing year.

Thank you for again being an amazing team to work with, and thank you for your energy, enthusiasm and contribution to our fantastic sessions during 2025. You have achieved some great results this year, as you will see on the following pages of this workbook. The TGG team are grateful to be working with such an amazing organisation and amazing team, and we wish you all the very best for the festive season, and into the New Year.

I sincerely hope you were able to achieve your learning and growth and contribution goals during 2025.



"Together WE Thrive"
As a Team

The collage is divided into several sections with hand-drawn illustrations and text:

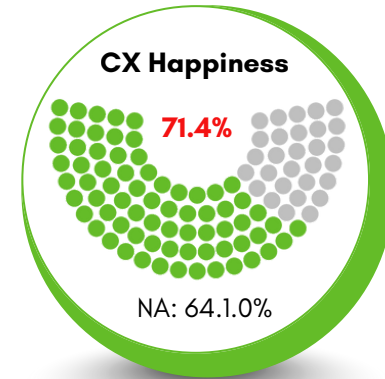
- Top Left:** A person riding a motorcycle. Below it, the text "Personal goal. Find time to live and learn new skills."
- Top Center:** A large green leaf with the word "THRIVE" written vertically on it. Above the leaf, it says "SUCCEED! PERSONAL HEALTH & WORK". To the right of the leaf, it says "1000 DREAMS" and "1000 DREAMS".
- Top Right:** A hand pointing down. Next to it, a sign says "We listen and we don't judge". Below the hand, it says "Work Hard + DISCIPLINE", "LEARN + PATIENCE", and "HAVE FUN + IMPROVEMENT".
- Middle Left:** A drawing of a person climbing a ladder. To the right, a sun and a person are shown. Below them, it says "TOGETHER WE THRIVE JAMES".
- Middle Center:** A drawing of a person standing on a box labeled "No. 1 IN A JAR". To the right, a flower is drawn with the text "I'm a 1st place winner" and "I'm a 1st place winner".
- Middle Right:** A drawing of a mountain. To the right, it says "Live Life - love" and "Achieve your goals that I have set".
- Bottom Left:** A drawing of a person standing on a box labeled "THRIVE". To the right, it says "Always Building" and "Always Growing".
- Bottom Center:** A drawing of a person standing on a box labeled "THRIVE". To the right, it says "Always Building" and "Always Growing".
- Bottom Right:** A drawing of a person standing on a box labeled "THRIVE". To the right, it says "Always Building" and "Always Growing".
- Far Right:** A drawing of a person standing on a box labeled "THRIVE". To the right, it says "Always Building" and "Always Growing".

January

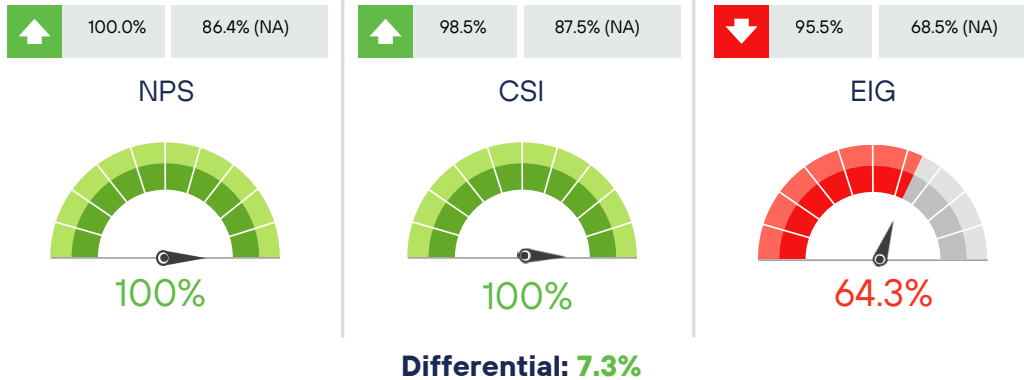


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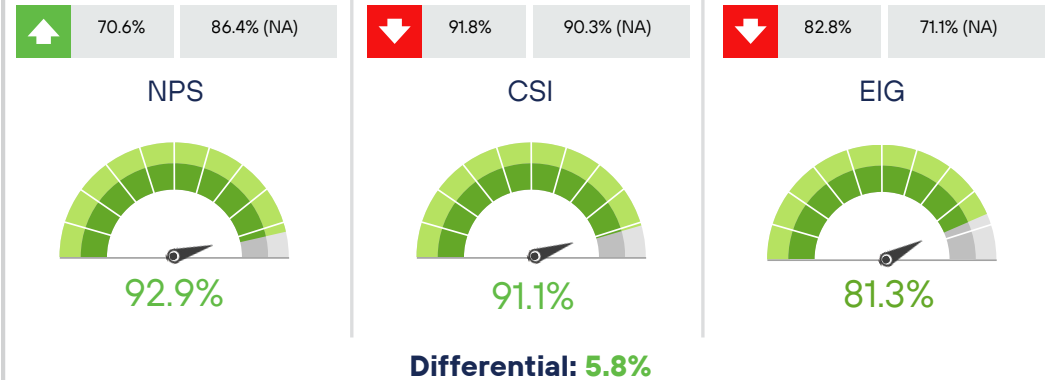
As an all inclusive Team

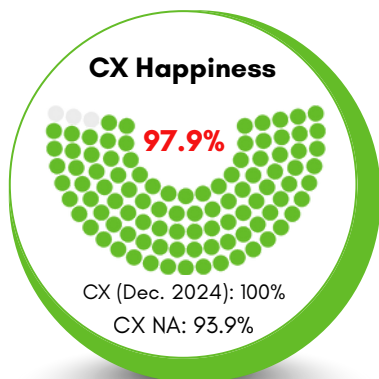


Key Metrics: January 2024 (December Statistics)



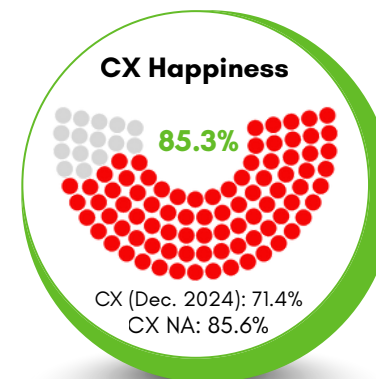
Key Metrics: January 2025 (December Statistics)





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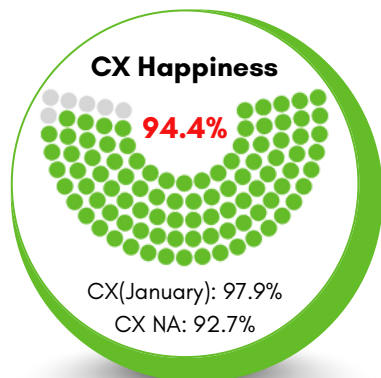
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Sales Diagnostics : February 2025 (January Statistics)			
	Very Happy/Happy 100% (n=24)	Neutral	Very Unhappy/ Unhappy
Finance & Insurance	25%	0	0
Vehicle Knowledge	58%	0	0
Vehicle Presentation	63%	0	0
Accessory Explanation	54%	0	0
Customer Service	88%	0	0
Communication	63%	0	0
Warranty Explanation	46%	0	0
Test Drive	46%	0	0
Trade-In Value	0	0	0
Service Explanation	42%	0	0
Vehicle Availability	46%	0	0
myToyota Connect	67%	0	0
Other	8%	0	0

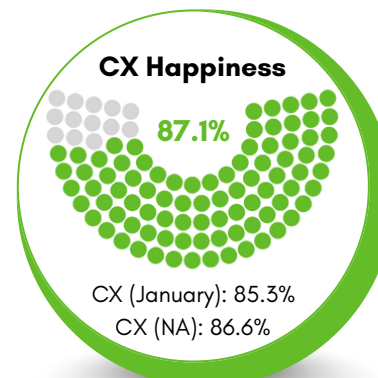
Service Diagnostics : February 2025 (January Statistics)			
	Very Happy/Happy 87.0% (n=40)	Neutral 6.52 (n=3)	Very Unhappy /Unhappy 6.52% (n=3)
Communication	68%	0	0
Drop-off	63%	0	0
Alternative Transport	30%	0	0
Customer Service	85%	0	0
Pick-up	45%	0	0
Finish By Promised Time	85%	0	0
Service And Repair Quality	68%	33%	67%
Vehicle Condition At Collection	78%	67%	0
Booking Experience	83%	0	33%
Other	5%	33%	0

March



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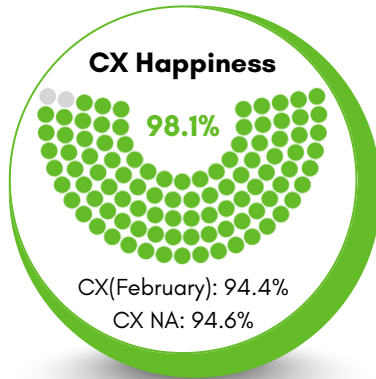
Sales Diagnostics : March 2025 (February Statistics)

	Very Happy/Happy 96.3% (n=26)	Neutral	Very Unhappy/ Unhappy 3.7% (n=1)
Finance & Insurance	42%	0	100%
Vehicle Knowledge	54%	0	0
Vehicle Presentation	77%	0	0
Accessory Explanation	50%	0	0
Customer Service	96%	0	0
Communication	69%	0	100%
Warranty Explanation	46%	0	0
Test Drive	54%	0	0
Trade-In Value	8%	0	0
Service Explanation	54%	0	0
Vehicle Availability	46%	0	100%
myToyota Connect	42%	0	0
Other	8%	0	0

Service Diagnostics : March 2025 (February Statistics)

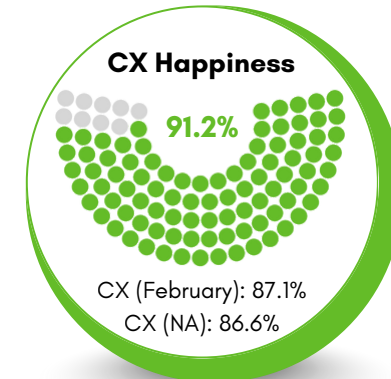
	Very Happy/Happy 90.9% (n=30)	Neutral 3.03% (n=1)	Very Unhappy /Unhappy 6.06% (n=2)
Communication	60%	0	0
Drop-off	43%	0	0
Alternative Transport	37%	0	0
Customer Service	83%	0	0
Pick-up	37%	100%	0
Finish By Promised Time	90%	0	0
Service And Repair Quality	60%	0	50%
Vehicle Condition At Collection	63%	0	0
Booking Experience	57%	100%	0
Other	7%	0	50%

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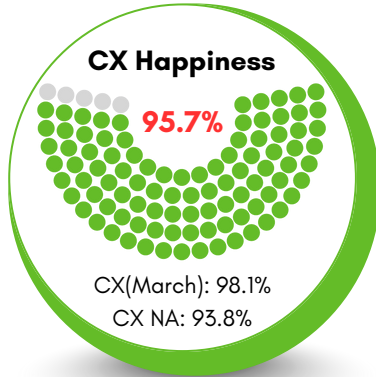
Sales Diagnostics : April 2025 (March Statistics)

	Very Happy/Happy 100% (n=26)	Neutral	Very Unhappy/ Unhappy
Finance & Insurance	31%	0	0
Vehicle Knowledge	62%	0	0
Vehicle Presentation	88%	0	0
Accessory Explanation	62%	0	0
Customer Service	100%	0	0
Communication	81%	0	0
Warranty Explanation	46%	0	0
Test Drive	46%	0	0
Trade-In Value	0	0	0
Service Explanation	54%	0	0
Vehicle Availability	65%	0	0
myToyota Connect	46%	0	0
Other	0	0	0

Service Diagnostics : April 2025 (March Statistics)

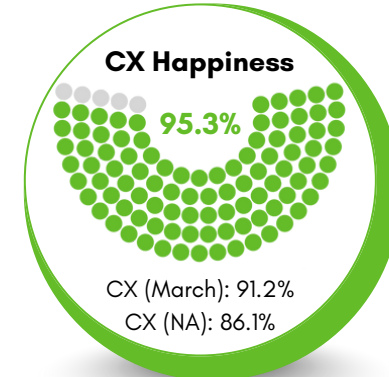
	Very Happy/Happy 94.1% (n=48)	Neutral 5.88% (n=3)	Very Unhappy/Unhappy
Communication	73%	33%	0
Drop-off	60%	33%	0
Alternative Transport	35%	0	0
Customer Service	79%	0	0
Pick-up	58%	33%	0
Finish By Promised Time	67%	0	0
Service And Repair Quality	71%	33%	0
Vehicle Condition At Collection	63%	0	0
Booking Experience	69%	0	0
Other	4%	0	0

May



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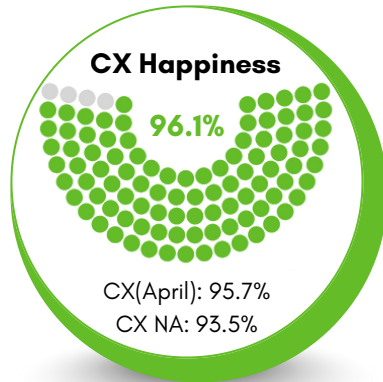
Sales Diagnostics : May 2025 (April Statistics)

	Very Happy/Happy 95.7% (n=22)	Neutral	Very Unhappy/ Unhappy 4.35% (n=1)
Finance & Insurance	27%	0	0
Vehicle Knowledge	50%	0	0
Vehicle Presentation	64%	0	0
Accessory Explanation	32%	0	0
Customer Service	100%	0	100%
Communication	86%	0	0
Warranty Explanation	45%	0	0
Test Drive	45%	0	0
Trade-In Value	0	0	0
Service Explanation	32%	0	0
Vehicle Availability	59%	0	0
myToyota Connect	45%	0	0
Other	5%	0	0

Service Diagnostics : May 2025 (April Statistics)

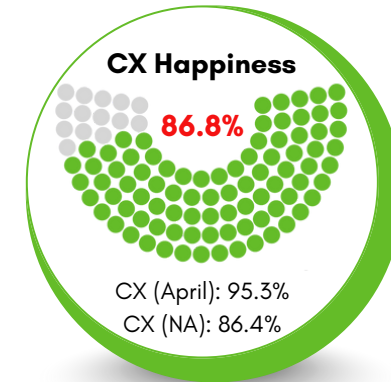
	Very Happy/Happy 100% (n=37)	Neutral	Very Unhappy/Unhappy
Communication	65%	0	0
Drop-off	57%	0	0
Alternative Transport	35%	0	0
Customer Service	78%	0	0
Pick-up	43%	0	0
Finish By Promised Time	59%	0	0
Service And Repair Quality	70%	0	0
Vehicle Condition At Collection	76%	0	0
Booking Experience	73%	0	0
Other	5%	0	0

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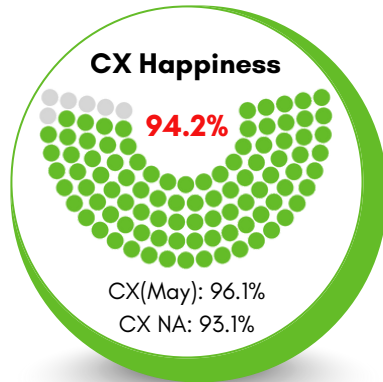
Sales Diagnostics : June 2025 (May Statistics)

	Very Happy/Happy 100% (n=19)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	11%	0	0
Vehicle Knowledge	53%	0	0
Vehicle Presentation	53%	0	0
Accessory Explanation	26%	0	0
Customer Service	74%	0	0
Communication	74%	0	0
Warranty Explanation	11%	0	0
Test Drive	32%	0	0
Trade-In Value	0	0	0
Service Explanation	21%	0	0
Vehicle Availability	58%	0	0
myToyota Connect	26%	0	0
Other	16%	0	0

Service Diagnostics : June 2025 (May Statistics)

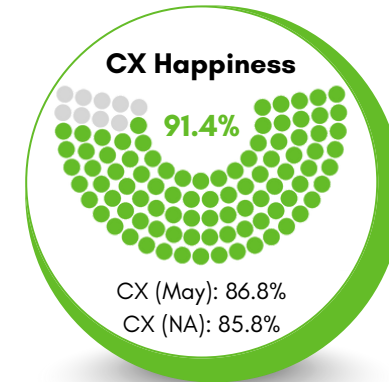
	Very Happy/Happy 88.9% (n=32)	Neutral 8.33% (n=3)	Very Unhappy/Unhappy 2.78% (n=1)
Communication	66%	33%	100%
Drop-off	47%	33%	0
Alternative Transport	31%	33%	0
Customer Service	81%	67%	0
Pick-up	34%	0	0
Finish By Promised Time	78%	33%	0
Service And Repair Quality	56%	0	0
Vehicle Condition At Collection	69%	0	0
Booking Experience	53%	33%	0
Other	0%	33%	0

July



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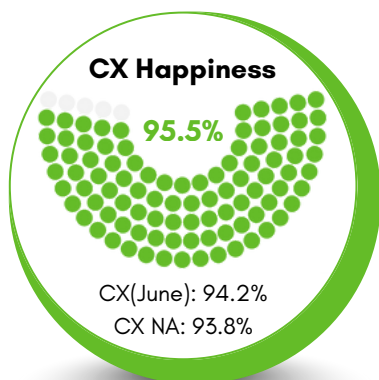
Sales Diagnostics : July 2025 (June Statistics)

	Very Happy/Happy 96.2% (n=25)	Neutral 3.85% (n=1)	Very Unhappy/Unhappy
Finance & Insurance	48%	0	0
Vehicle Knowledge	64%	0	0
Vehicle Presentation	80%	100%	0
Accessory Explanation	56%	100%	0
Customer Service	96%	0	0
Communication	80%	0	0
Warranty Explanation	48%	0	0
Test Drive	52%	0	0
Trade-In Value	0	0	0
Service Explanation	48%	0	0
Vehicle Availability	64%	0	0
myToyota Connect	60%	0	0
Other	12%	0	0

Service Diagnostics : July 2025 (June Statistics)

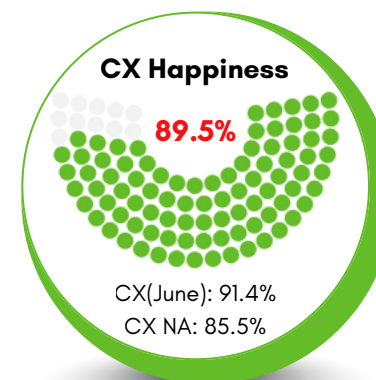
	Very Happy/Happy 92.1% (n=35)	Neutral 5.26% (n=2)	Very Unhappy/Unhappy 2.63% (n=1)
Communication	60%	0	0
Drop-off	43%	0	0
Alternative Transport	34%	0	0
Customer Service	77%	0	0
Pick-up	40%	50%	0
Finish By Promised Time	51%	50%	0
Service And Repair Quality	66%	0	0
Vehicle Condition At Collection	60%	0	0
Booking Experience	60%	50%	0
Other	3%	0	100%

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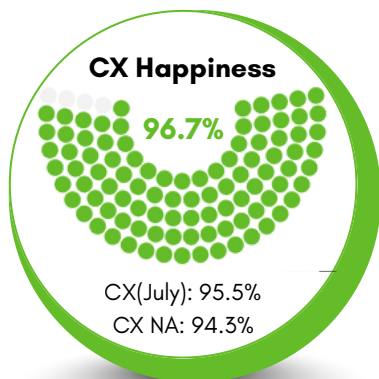
Sales Diagnostics : August 2025 (July Statistics)

	Very Happy/Happy 96.4% (n=27)	Neutral 3.57% (n=1)	Very Unhappy/Unhappy
Finance & Insurance	41%	0	0
Vehicle Knowledge	70%	0	0
Vehicle Presentation	85%	100%	0
Accessory Explanation	41%	0	0
Customer Service	93%	100%	0
Communication	70%	100%	0
Warranty Explanation	44%	0	0
Test Drive	52%	0	0
Trade-In Value	11%	0	0
Service Explanation	52%	0	0
Vehicle Availability	48%	0	0
myToyota Connect	41%	0	0
Other	11%	0	0

Service Diagnostics : August 2025 (July Statistics)

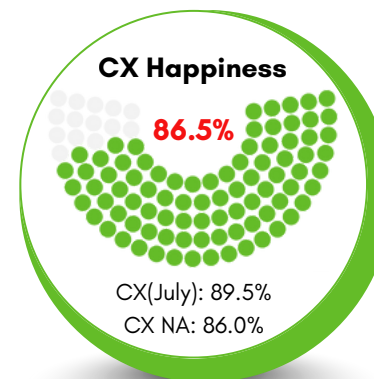
	Very Happy/Happy 90.3% (n=28)	Neutral 3.23% (n=1)	Very Unhappy/Unhappy 6.45% (n=2)
Communication	71%	100%	0
Drop-off	43%	0	0
Alternative Transport	25%	0	0
Customer Service	93%	0	0
Pick-up	46%	0	0
Finish By Promised Time	64%	0	50%
Service And Repair Quality	71%	0	0
Vehicle Condition At Collection	68%	0	50%
Booking Experience	68%	0	0
Other	0	0	0

September



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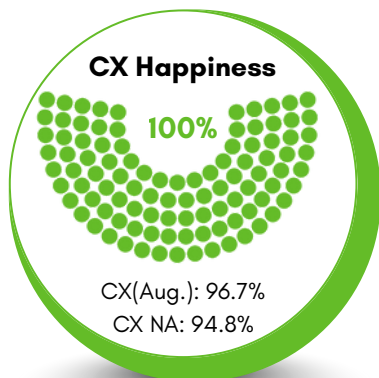
Sales Diagnostics : September 2025 (August Statistics)

	Very Happy/Happy 100% (n=15)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	13%	0	0
Vehicle Knowledge	40%	0	0
Vehicle Presentation	73%	0	0
Accessory Explanation	27%	0	0
Customer Service	93%	0	0
Communication	87%	0	0
Warranty Explanation	20%	0	0
Test Drive	7%	0	0
Trade-In Value	0	0	0
Service Explanation	33%	0	0
Vehicle Availability	20%	0	0
myToyota Connect	27%	0	0
Other	13%	0	0

Service Diagnostics : September 2025 (August Statistics)

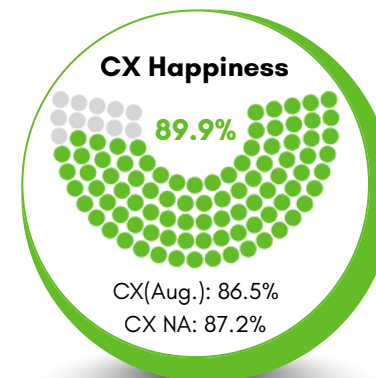
	Very Happy/Happy 89.7% (n=35)	Neutral 5.13% (n=2)	Very Unhappy/Unhappy 5.13% (n=2)
Communication	63%	0	0
Drop-off	43%	0	0
Alternative Transport	29%	0	0
Customer Service	74%	50%	0
Pick-up	43%	50%	0
Finish By Promised Time	66%	50%	0
Service And Repair Quality	46%	0	50%
Vehicle Condition At Collection	54%	50%	0
Booking Experience	71%	50%	0
Other	3%	0	50%

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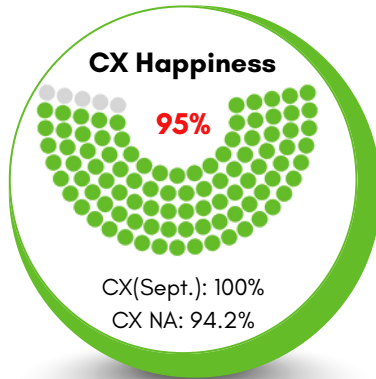
Sales Diagnostics : October 2025 (September Statistics)

	Very Happy/Happy 100% (n=20)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	45%	0	0
Vehicle Knowledge	60%	0	0
Vehicle Presentation	80%	0	0
Accessory Explanation	65%	0	0
Customer Service	100%	0	0
Communication	80%	0	0
Warranty Explanation	55%	0	0
Test Drive	30%	0	0
Trade-In Value	0	0	0
Service Explanation	55%	0	0
Vehicle Availability	55%	0	0
myToyota Connect	45%	0	0
Toyota Halo Explanation	0	0	0
Other	25%	0	0

Service Diagnostics : October 2025 (September Statistics)

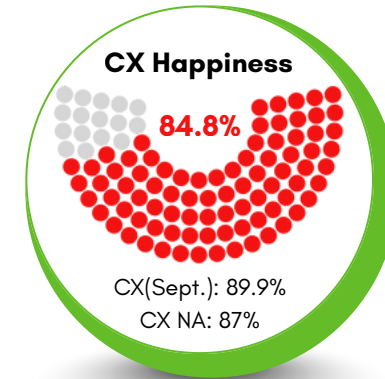
	Very Happy/Happy 88.5% (n=46)	Neutral 3.85% (n=2)	Very Unhappy/Unhappy 7.69% (n=4)
Communication	67%	0	25%
Drop-off	59%	100%	0
Alternative Transport	37%	0	0
Customer Service	83%	0	0
Pick-up	46%	100%	0
Finish By Promised Time	74%	0	25%
Service And Repair Quality	74%	50%	50%
Vehicle Condition At Collection	70%	0	50%
Booking Experience	65%	50%	0
Other	7%	0	25%

November



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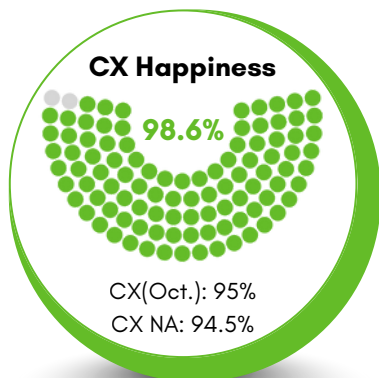
Sales Diagnostics : November 2025 (October Statistics)

	Very Happy/Happy 100.0% (n=15)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	27%	0	0
Vehicle Knowledge	67%	0	0
Vehicle Presentation	67%	0	0
Accessory Explanation	47%	0	0
Customer Service	87%	0	0
Communication	73%	0	0
Warranty Explanation	33%	0	0
Test Drive	33%	0	0
Trade-In Value	0	0	0
Service Explanation	47%	0	0
Vehicle Availability	53%	0	0
myToyota Connect	33%	0	0
Toyota Halo Explanation	0	0	0
Other	0	0	0

Service Diagnostics : November 2025 (October Statistics)

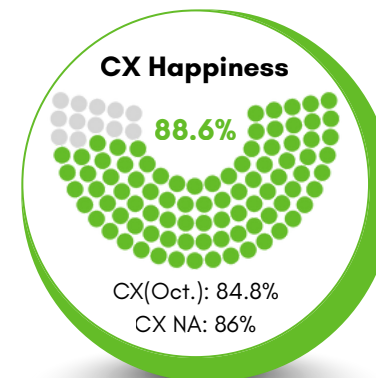
	Very Happy/Happy 90.2% (n=37)	Neutral 4.9% (n=2)	Very Unhappy/Unhappy 4.9% (n=2)
Communication	57%	0	100%
Drop-off	51%	0	0
Alternative Transport	27%	50%	0
Customer Service	84%	50%	0
Pick-up	54%	0	50%
Finish By Promised Time	73%	50%	50%
Service And Repair Quality	62%	50%	0
Vehicle Condition At Collection	49%	50%	50%
Booking Experience	54%	0	0
Other	3%	50%	0

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Sales Diagnostics : December 2025 (November Statistics)

	Very Happy/Happy 100.0% (n=18)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	61%	0	0
Vehicle Knowledge	67%	0	0
Vehicle Presentation	89%	0	0
Accessory Explanation	61%	0	0
Customer Service	100%	0	0
Communication	89%	0	0
Warranty Explanation	67%	0	0
Test Drive	50%	0	0
Trade-In Value	0	0	0
Service Explanation	61%	0	0
Vehicle Availability	94%	0	0
myToyota Connect	61%	0	0
Toyota Halo Explanation	0	0	0
Other	11%	0	0

Service Diagnostics : December 2025 (November Statistics)

	Very Happy/Happy 93.9% (n=31)	Neutral 3.0% (n=1)	Very Unhappy/Unhappy 3.0% (n=1)
Communication	71%	100%	0
Drop-off	42%	0	0
Alternative Transport	23%	0	0
Customer Service	87%	0	100%
Pick-up	32%	0	0
Finish By Promised Time	61%	0	0
Service And Repair Quality	61%	0	0
Vehicle Condition At Collection	74%	0	0
Booking Experience	71%	0	0
Other	0	0	100%

SPEAK SAFE

LEAD WITH CARE

A Culture-First Psychological
Safety Program

COMMUNICATION

- Why what you say matters
- The drivers of psychological safety
- Compliance, policy, and legal responsibilities

1. What you say matters

“Think twice before you speak, because your words and influence will plant the seed of either success or failure in the mind of another.”
Napolean Hill”

2. Drivers of Psychological Safety

- 4 Challenger Safety
- 3 Contributor Safety
- 2 Learner Safety
- 1 Inclusion Safety



3. The Legal Aspects

14 Elements

- 1. Job Demands
- 2. Low Job Control
- 3. Poor Support
- 4. Lack of Role Clarity
- 5. Poor Organisational Change Management
- 6. Inadequate Recognition and Reward
- 7. Poor Organisational Justice
- 8. Traumatic events or material
- 9. Remote or Isolated Work
- 10. Poor Physical Environment
- 11. Violence and Aggression
- 12. Bullying
- 13. Harassment including sexual harassment
- 14. Conflict or poor workplace relationships and interactions

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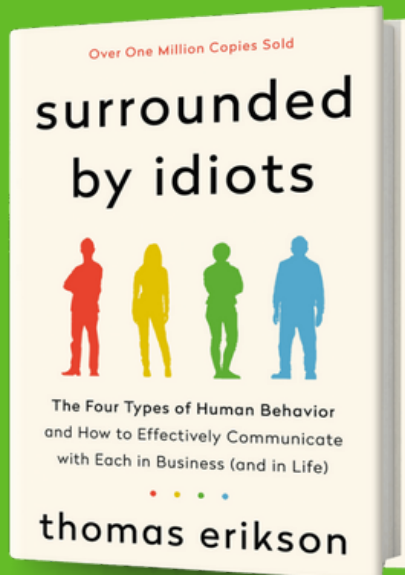
A Culture-First Psychological
Safety Program

ACCEPTANCE

- Embracing difference and diversity
- Listening to all voices
- Setting and respecting boundaries

1. Everyone Is Different

“Being human requires an understanding of other humans.”



2. All Voices Should Be Heard

Leadership Habits That Unlock Voice

- Create Speaking Rotations
- Ask for Input Before the Meeting
- Make Silence Safe
- Normalise Unpolished Ideas
- Back Up the Brave

3. Boundaries Are Important

How Great Leaders Set and Model Boundaries



SPEAK SAFE

LEAD WITH CARE

A Culture-First Psychological
Safety Program

RESPONSIBILITY

- Living from your values
- Earning trust and respect
- Living with Integrity

1. Living from your values

“When You Know What You Stand For, People Know They Can Stand With You”

What are your three key values?

2. Earning trust and respect

What Trust and Respect Actually Look Like in Practice

Building Trust

You build trust when you:

- Follow through on what you say
- Admit when you're wrong
- Protect people's reputations in tough conversations
- Be transparent about what you know and what you don't
- Give space instead of micromanaging

Showing Respect

You demonstrate respect when you:

- Listen fully, without preparing your rebuttal
- Acknowledge contributions, even if they're small
- Ask before assuming
- Speak to people like adults—not like they owe you something
- Protect dignity in feedback conversations

3. Living with Integrity

Living with Integrity: Daily Habits

Say what you are going to do

Do what you said you were going to do

Do what is right

Not what is popular

Even when no-one is watching



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Safety Program

EMPATHY

- Understanding Perspectives
- Mindfulness for Stress Management
- Dealing with difficult personalities

1. Understanding Perspectives

Practical Ways to Build Perspective-Taking into Your Leadership

01

Ask "What else could be true?"

Use the "Ladder of Inference"

02

03

3. De-escalate with "Tell me more"

2. Mindfulness for Stress Management

Mindfulness Practices

1. The 3-Breath Reset

Anytime you feel triggered, overwhelmed, or agitated:

- Stop.
- Take three slow, deep breaths.
- With each exhale, say to yourself: "Let go."

2. The 60-Second Pause Before a Meeting

Before you lead a meeting, ask yourself: "How do I want to show up right now?" Then breathe for 60 seconds—no agenda, just presence.

3. The Daily Debrief

At the end of each day, ask:

- "What went well?"
- "What triggered me?"
- "How did I respond?"

3. Dealing with difficult personalities

Care Model

How to Navigate Difficult Dynamics (Without Losing It)

C

Clarify the Behaviour

A

Acknowledge the Impact

R

Request a Change

E

Empathise and Explore

The biggest things that I learnt this year include:

A large, empty rectangular box with a thin black border, intended for a user to write their response to the prompt above.



Bringing a touch of stardom to
Bill Robertson Toyota!!

Notes/Reflections

Notes/Reflections

ANY QUESTIONS? WE'RE HERE TO HELP

We exist to support leaders to upgrade their mindset, upskill their leadership, and uplift their teams, to create psychologically safe and high performing teams!

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