

Welcome ECCI Monash

- 3 days
- New depot mgrs
- Key Part
- Strategy
- Open & honest
- Ben Hunt

- John: Life Skills
 - Tom: Structure
 - Calm under pressure
 - Jack: Business Focus
 - Allan: Customer Focus
 - Empathy & Communication
 - Grounded
 - Greg: Lead by example
 - Bill
 - John: Empowered
 - Backed
 - Supported
 - Invested
 - Promoted

Stories

3

- Respect: ← →
- Drives maintaining ^{CARE} a standard!
- Proud ? → RESPECT → EXCELLENCE
- Go Fund Me:
- Care Community
- Connect: Expectation
- Story - Emotion

\$

Actions:

4

- Bill Browning

Clear

Let the healing begin

Self development
bridge people

Expect

· Clear

Let the healing begin

Self-development

Mgr - Poopk



Name	US	Actual
Tom	C	Isc/S
Kris	CS	CS/C S Connect 70% 23%
Aaron	SC	CS/SC
Jade	I DC	+SFD D C D S D S
Andrew	I	4/70 TS/TS
Shawathn	DC DC	DS DS

1 DIVERSE
2

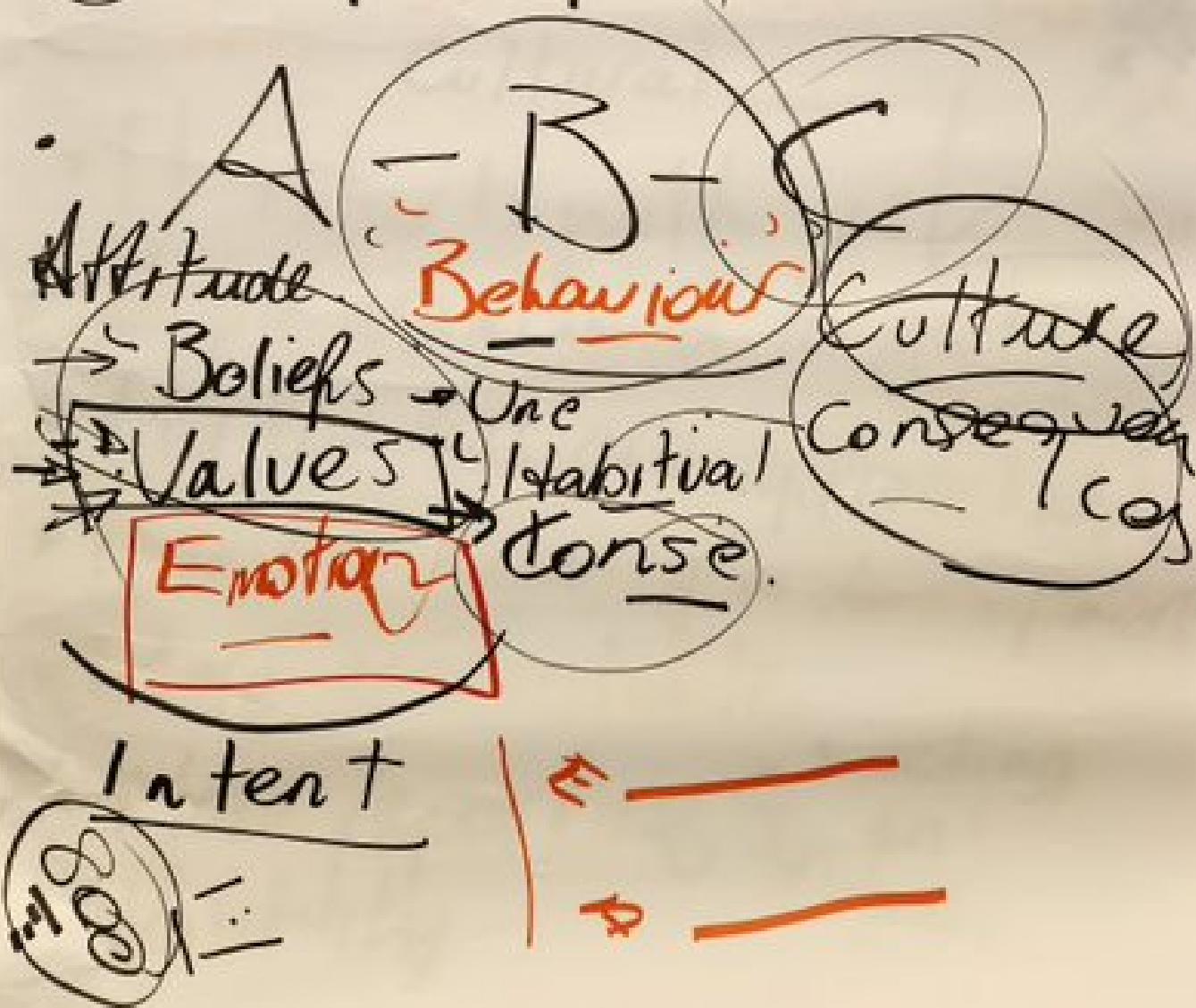
decision making

, and

Time

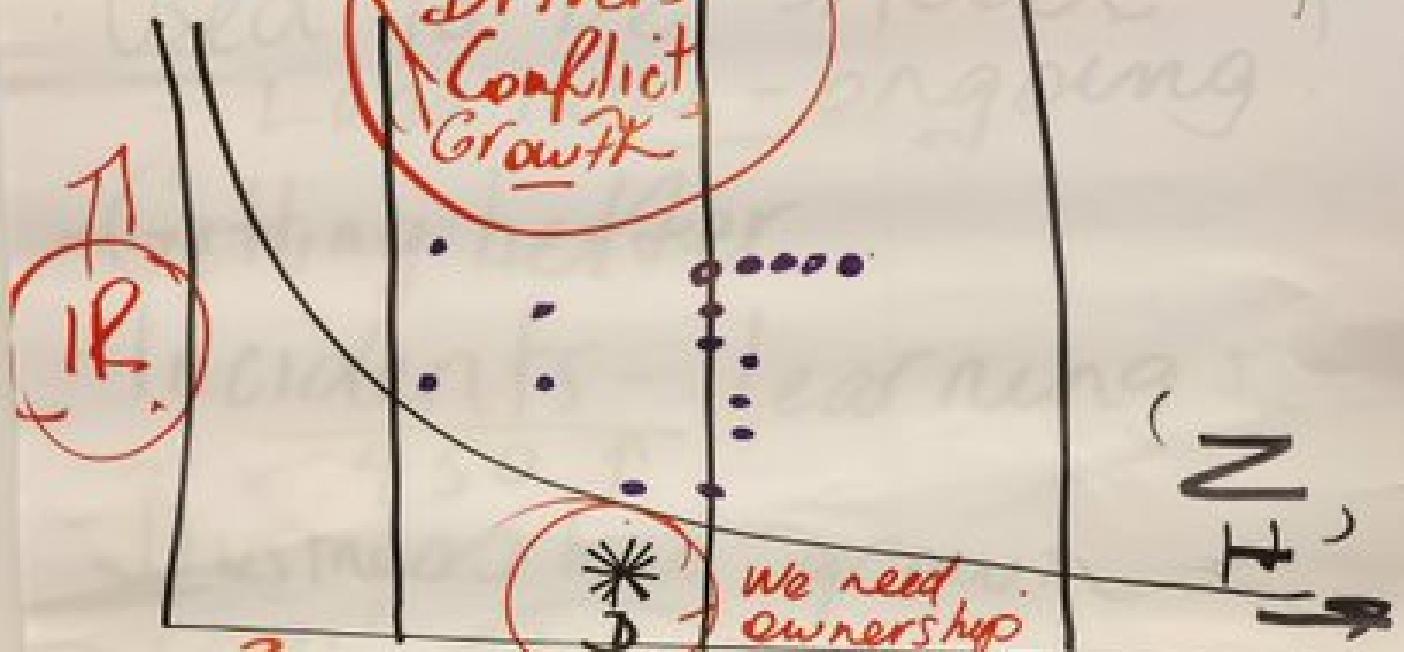
WE

- Cool calm [collected]
- Communication
- (Better!)
- Saving time
- How to challenge!
- Develop people skills



Covid Dependent

Drivers
Conflict
Growth



R (~1) D Time Ind Culturat Int

- * It starts with us
- * People are allowed to get away.
- * My leaders are approachable
- * Invested heavily in development
- * More accountable
- * More reporting & acting
- < Visibility systems

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- Used to be siloed
 - Less now - ongoing
- Getting better
- Incidents - learning 5
 - 3 → 450 ↑
- Business has grown
- KPI's Reward Bonuses
 - Rec ↓
- New Starter Kits
- Keep challenging situations internal!

* Shared resource



- * More Observations → ← Resources?
- * Working as a team (Who can help?) ↗ ↘
- * Ask for help!

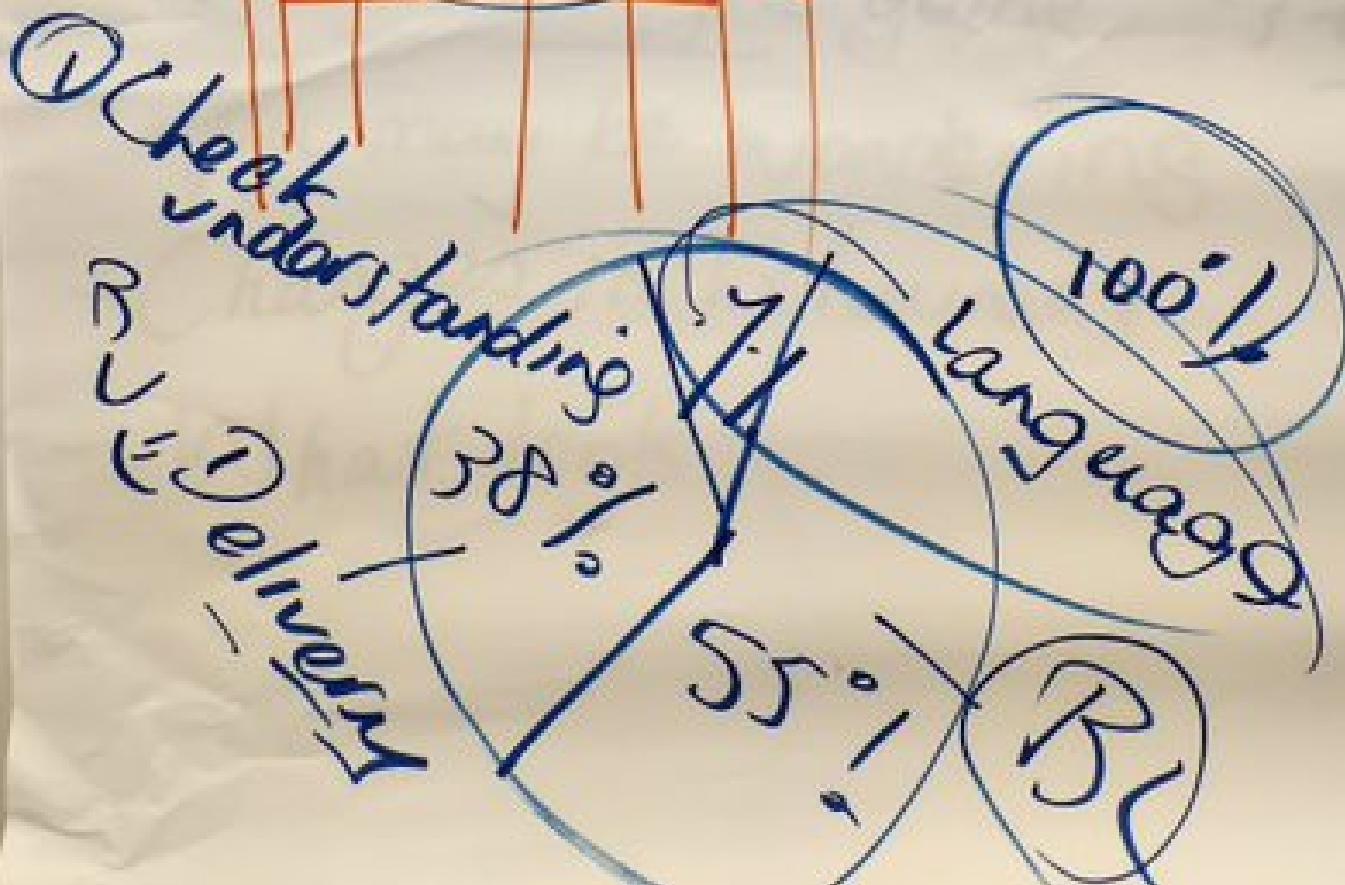
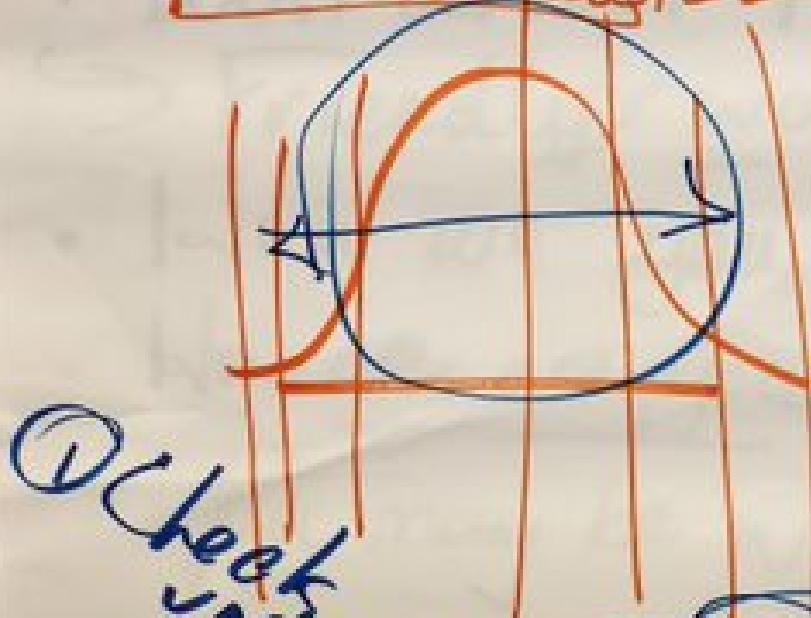
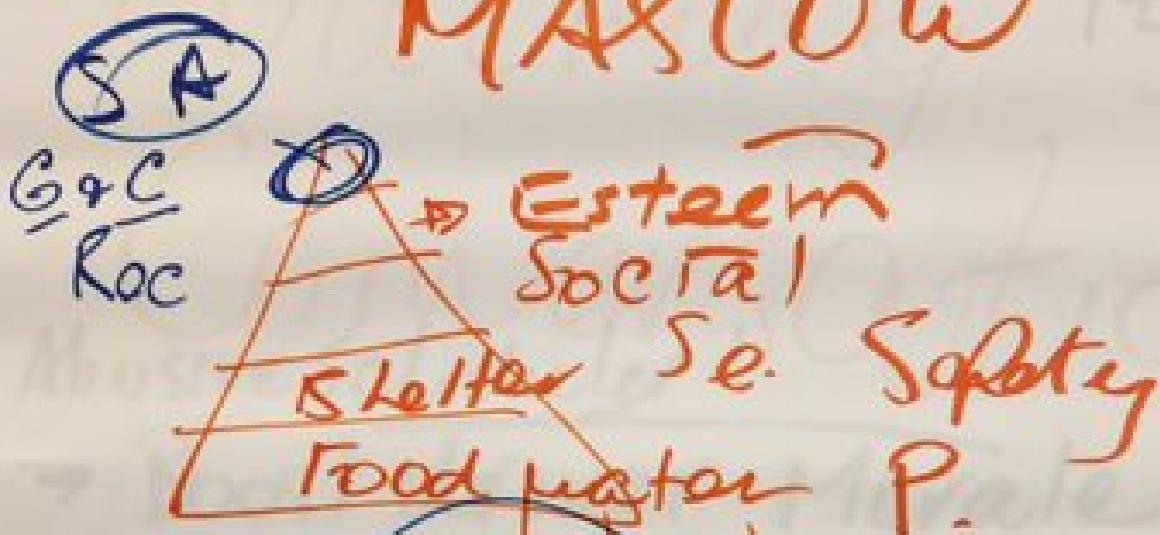
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Expect Rel.

Accept

ABRAHAM MASLOW

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Coaching ~~+~~

Conversation

Abusive Schedule

- Boost driver Morale
- Friendlier workplace
- How are you ? your performance
- How are you going . ^{cs} 3-6m
- You may be wondering
- Changes in behaviour
- What tools

→ We've had some
Betty feedback.
on your behaviour

15

• Drivers (group) have
↑ shared that
Impacts 'They are'
by: the way you
speak to them

(2 examples - Dar 1)

- Aggressive + foul language

✗ Core values

- Self esteem, not valued

- Help!



1 word:

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- Insightful
- Positive
- Developmental
- Informative
- Useful
- Engaging
- Enthusiastic
- Comfortable
- Beneficial
- Meaningful
- Exciting
- Powerful