

Bill Robertson Toyota



Service Team Training

January 2023 - December 2023

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 2023. 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 2023.



Growing and Contributing in 2023



OH WHAT A FEELING



“Strength and growth come only through continuous effort and struggle”

- Napoleon Hill

Personality Needs	Certainty	or	Variety
	Significance	or	Love and Connection
Spirit Needs	Growth	and	Contribution



3 Steps to Achieving Your Goals – and Making Your Vision happen in 2023:

Step 1: Dream. If you can't picture it, you can't reach it

Step 2: Plan. Now that you have your clear vision, it's time to determine what outcomes or goals you need

Step 3: Act

What I want to learn in 2023 is:

My biggest goal for 2023 is:

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“If it doesn't challenge you, it doesn't change you.”

– Anonymous

Key Metrics: February 2023



NPS



76.8%



GSI



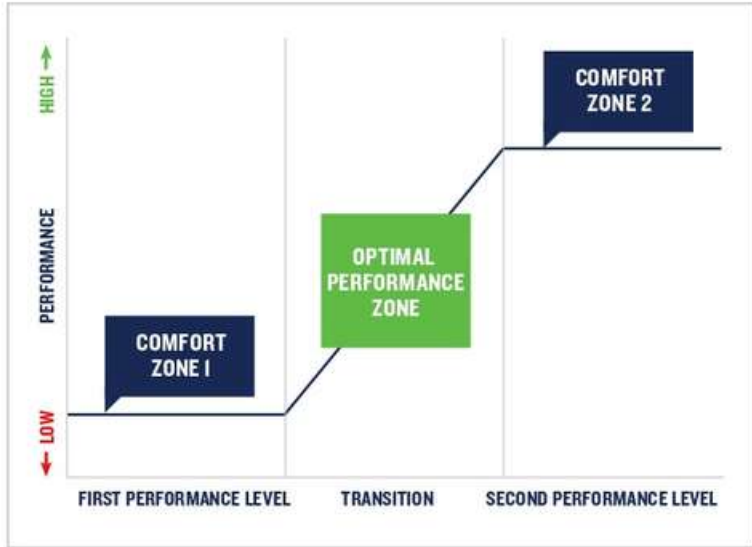
90.7%



EIG



71.4%



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“The most important conversations you’ll ever have are the ones you’ll have with yourself.”

– David Goggins



“Strength and growth come only through continuous effort and struggle”

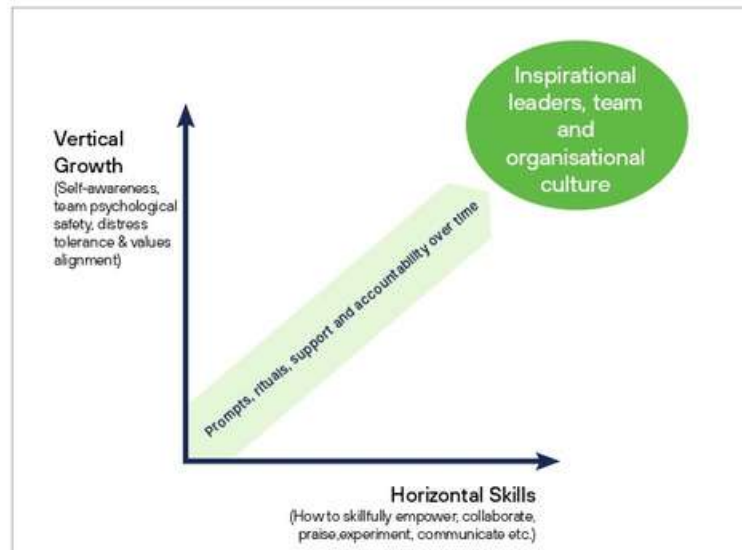
– Napoleon Hill”



Self Awareness is about “how people perceive themselves – their own values, interests, and goals – and their impact on others”

- Eurich 2017, 2018

Self Awareness can be a difficult experience and a difficult exercise ...



“Self-awareness affects how we feel about ourselves. It generates attributes such as self-efficacy and self-confidence that mediate between self-awareness, feedback seeking (for confirmation and affirmation), interpersonal sensitivity and relationship development, goal setting, effort, and performance”

- London et al., 2022



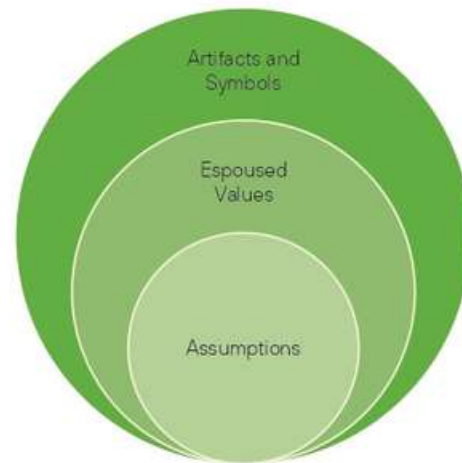


Self Awareness is about “how people perceive themselves – their own values, interests, and goals – and their impact on others”

– Eurich 2017, 2018

“More and more organizations feel the urgency for innovation and continuous improvement. Learning is a key issue in this. A powerful **culture of learning** forms an effective breeding ground for continuous learning. That is why the concept of ‘learning culture’ is important.

(Credit: van Breda-Verduijn, 2016)



(Credit: Schein, 1985)

the 70:20:10 model



(<https://bit.ly/3MaM4BW>)

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“We define learning as the transformative process of taking in information that, when internalized and mixed with what we have experienced, changes what we know and builds on what we can do.”

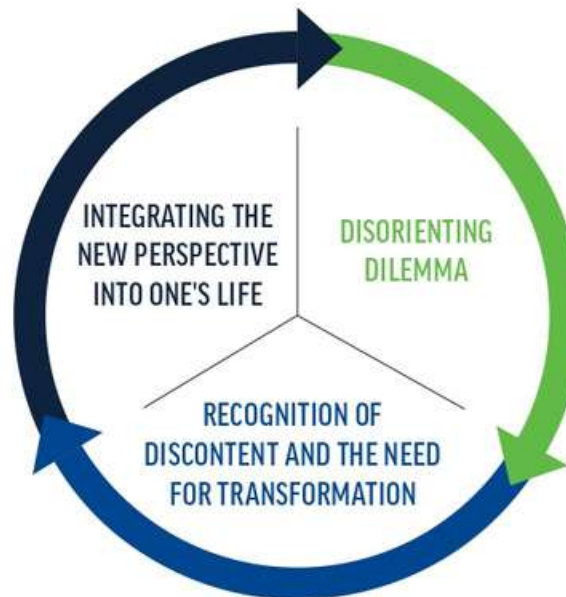
- MARCIA CONNOR



“Transformative learning is one theory of learning, and particularly focuses on adult education and young adult learning. Transformative learning is sometimes called transformation learning and focuses on the idea that learners can adjust their thinking based on new information.”

- JACK MEZIROW

Key Metrics: May 2023



EXAMPLES OF TRANSFORMATIVE LEARNING IN THE WORKPLACE:

- 1. Job shadowing
- 2. Scenario-based learning
- 3. Cultural adaptation at the workplace
- 4. A change in career
- 5. Co-working with different departments

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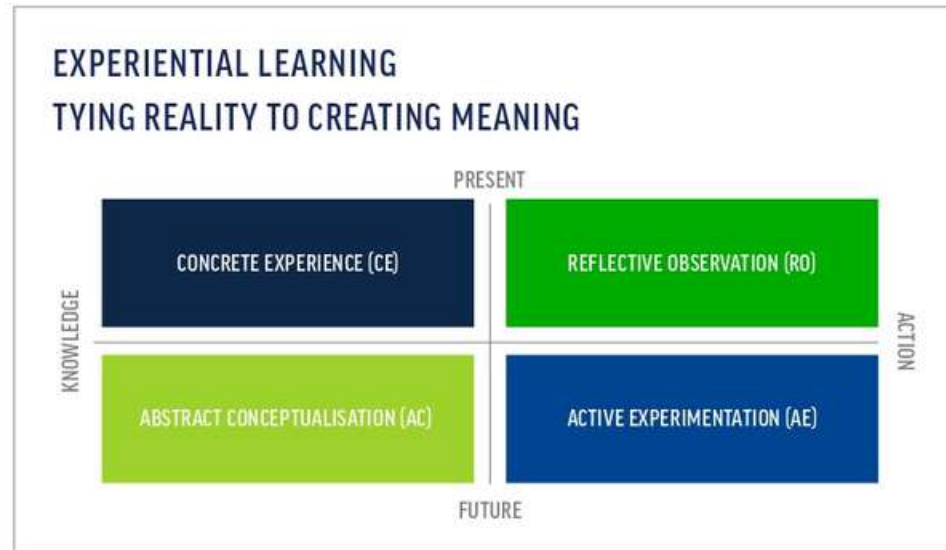


“For the things we have to learn before we can do them, we learn by doing them.”

- ARISTOTLE

“THE EXPERIENTIAL LEARNING THEORY STATES THAT THE ESSENCE OF ADULT LEARNING IS MAKING SENSE OF EXPERIENCES.

Adults learn best when they learn by doing. They learn best when they are directly involved with—“experiencing”—the learning instead of memorizing numbers and definitions from books.”



LET'S DO SOME EXPERIENTIAL LEARNING

What would you like to learn about in July?

1 HOW ARE WE MAKING EVERY EXPERIENCE FOR THE GUEST EASY AND ENJOYABLE?

2 HOW DO WE NOT LET JUST GOOD ENOUGH BE GOOD ENOUGH?

3 WHAT ARE WE DOING TO CONSISTENTLY EXCEED EXPECTATIONS?



1

- 1 Keep calm throughout the interaction
- 2 Engage in active listening
- 3 Practice empathy
- 4 Don't make promises you can't keep
- 5 Take a moment to breathe
- 6 Provide quick responses and solutions
- 7 Pay close attention to tone and body language
- 8 Personalise each experience
- 9 Request backup when you need it
- 10 Map out and communicate the next steps

<https://bit.ly/3D3v6j6>

2

"Take your customer's frustration seriously, but not personally. Remain calm and actively listen to what your customer says. When you've confirmed you understand their frustration, thank them for communicating it, and tell them you'll get back to them with a solution."

<https://bit.ly/3pJLv9k>

3

"Psychologists have a long history of defining human personalities based on four categories."

<https://bit.ly/3pB20ES>

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“Professor Fred Luthans has applied positive psychology to the workplace via Positive Organizational Behavior (POB), which examines “human resource strengths and psychological capacities that can be measured, developed, and effectively managed for performance improvement in today’s workplace”



“THE AIM OF POSITIVE PSYCHOLOGY, LUTHANS SAYS, IS TO:

- Shift the emphasis away from what is wrong with people to what is right with people
- Focus on strengths (as opposed to weaknesses)
- Be interested in resilience (as opposed to vulnerability)
- Be concerned with enhancing and developing wellness, prosperity and the good life (as opposed to the remediation of pathology)”

<https://bit.ly/3D3v6j6>

“HERE ARE SOME TIPS ON ENCOURAGING PSYCAP IN YOUR ORGANIZATION:

- **Optimism:** Broadcast their success and the success of others
- **Self efficacy:** Challenge people and set clear, measurable and achievable goals
- **Hope:** Give people a feeling of agency and help them to plan a way to succeed
- **Resilience:** Give people the resources, relationships and emotional support to help them recuperate from stress, conflict, failure, or changes in responsibility”

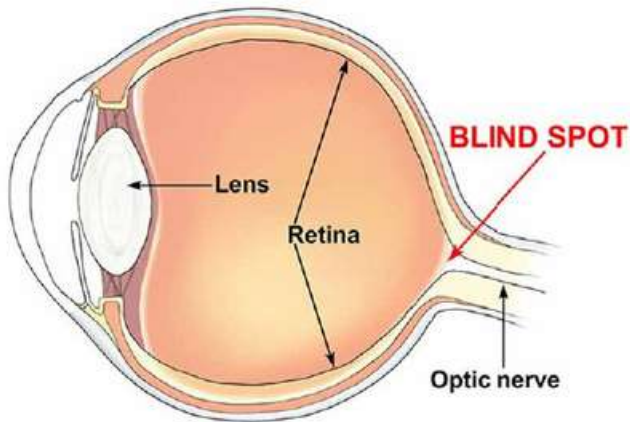


“The blind spot:

A lack of insight or awareness—often persistent—about a specific area of one’s behavior or personality, typically because recognition of one’s true feelings and motives would be painful.”

- APA DICTIONARY OF PSYCHOLOGY

<https://dictionary.apa.org/blind-spot>



“In vision, the area of the monocular visual field in which stimulation cannot be perceived because the image falls on the site of the optic disk in the eye.”

“The blind spot of the right eye is located to the right of the centre of vision and vice versa in the left eye. With both eyes open, the blind spots are not perceived because the visual fields of the two eyes overlap. Indeed, even with one eye closed, the blind spot can be difficult to detect subjectively because of the ability of the brain to ‘fill in’ or ignore the missing portion of the image.”

When you become aware of blind spots, you can see things differently.

<https://www.britannica.com/science/blind-spot>

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“For something as important as heart health, it’s amazing how little you probably know about yours.”
Fitbit

<https://shorturl.at/tx148>

Key Metrics: October 2023



Run Cadence



Just gathering your team together at a set time in a set place so that they can share and discuss topics or having a set time each month to speak to team members on a one-to-one basis is all that is needed to start a cadence.



<https://tinyurl.com/pdfn8r8j>



<https://tinyurl.com/yc4srnzt>

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“When correctly added into a daily, work routine, the main role of a cadence is to drive collaboration amongst team members.”

Hydra

Cadence for new starters:

1. Raises awareness and encourages inclusion
2. Allows them to raise problems and ideas at a particular time
3. Helps to identify barriers to learning and development
4. Develop solutions that empower individuals and teams to succeed
5. Allows buddies to be part of the process



“It’s all about ideas, learning, and helping others learn (and breathing)”

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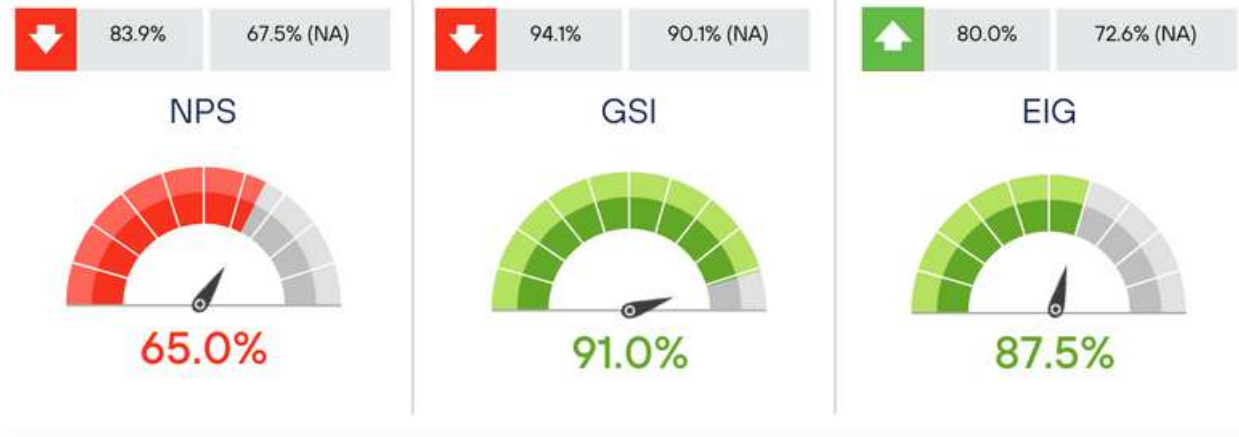




“Strength and growth come only through continuous effort and struggle” – Napoleon Hill

Personality Needs	Certainty or Variety
	Significance or Love and Connection
Spirit Needs	Growth and Contribution

Key Metrics: December 2023



Key Metrics: Jan. to Dec. 2023



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The journey through 2023 with Anton at the helm has indeed been interesting and informative.

We have discussed and dissected such topics as strength & growth, challenge, self-awareness, learning culture, transformative learning, experiential learning, communication, positive psychology, blind spot, heart health, and cadence.

Even though they are all different topics, they are linked by a common theme: it's about making you a stronger, more resilient, caring person—a better human.

We aim to provide you with the knowledge and tools to succeed not only in your job but also in life in general.

I hope you found the training challenging and rewarding and look forward to sharing more of the same in 2024.

Kind regards,

Trevor Herbert
Fixed Operations Manager

The biggest things that I learnt this year include:

A large, empty rectangular box with a thin black border, intended for the user to write their biggest learnings from the year.

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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