

# Management Action Plan

**Student Name:** William Berryman

**Class & Student Number:** 107

**Academy Week:** 5

**Current situation or challenge you want to address:** Currently, we have an excellent HR day-1 onboarding process in place. Our HR manager is prepared and focused on completing all the necessary forms and documents for our new hires to legally start working, along with more forms specific to our company, and stores them in an online database. However, on Day-2 we lose momentum and “hit the brakes” because we do not have a consistent process. Our challenge is to build on the great foundation laid by HR.

**Overall Objective and Specific Desired Results:** Our objective is to develop and implement an onboarding checklist to clearly outline the new hires’ upcoming 30, 60, 90 days. An efficient onboarding process will give our new hires the necessary knowledge, skills, and expected behaviors to become effective and productive employees. Our desired result is to keep staff morale high and turnover low while guaranteeing our company’s success.

**Describe your action plan in detail (be specific and include before and after measurements)** Schedule a meeting with all managers to fully explain the benefits of employee onboarding, such as better job performance, greater commitment to the organization, reduced stress, higher job satisfaction, and increased job retention, along with significant time and cost savings. Define the managers’ role in the 30, 60, 90 days onboarding process.

Day 1- HR Orientation

Day 2- Dealership Orientation – Manager Welcome; introduce new employee to staff, training journal, business cards, meet with the team, including employee’s mentor.

Day 3 - Test drive all car models; tour facility (point out their workspace, kitchen, reception, bathroom, etc)

Day 4 – Perform a variety of mystery shopping on the phone.

Day 5 – Full day with Service & Parts Managers and staff.

Day 6 – Full day with the F-I Sales Manager.

Day 7-8-9– Full days with Manufacturer training; lunch with the GM.

Day 10-15 – Full day with BDC-Internet sales. Overall sales training.

Day 16-21 – Road to the sale. Get with sales mentor.

Day 22 – Go over Selling the Hendrick Way.

Day 30 - Review first 30 days with all Manager's; ready-set-go! Let's sell cars!

Day 60 - Review with GM and Sales manager. Review first 60 days

Day 90 – Ask employee to be prepared to review their own progress; Role-play between sales manager and employee to be sure employee feels comfortable, and believes they have the skills to move forward.

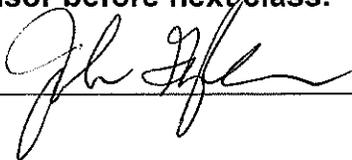
**Timeline: Describe specific short term and long term checkpoints to monitor progress Meeting with Stakeholders (dealership personnel)**

**Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences. Include timelines / Accountability / Monitoring process**

- a. **Who:** GM, HR, GSM, Sales Managers
- b. **What:** All Managers must be invested in the complete Onboarding process, including orientation, mentorship, training and development, communication, and teamwork. The training and support we provide from Day-1 sets the tone for the employee's tenure at our company and boosts job satisfaction.
- c. **By When:** March 1, 2019
- d. **How:** Begin with a weekly meeting with HR and Sales Managers as the new Onboarding process is implemented. Extend to 30, 60, 90-day intervals. Assess employee retention strategies at least once a year.

**Dealer agreement:**

**If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:**



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