

# Departmental Action Plan Template

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Class & Student Number: **N348 33**

Academy Week (Var II): **WEEK 5**

Current situation or challenge you want to address: (must be quantifiable)

My challenge that I want to address in our store is the perception and the management style of the millennial workforce. I want to change the focus and thought process to the 888 Workforce concept.

Overall Objective and **Specific** Desired Results:

We want to change the culture and the focus of the Management Team. We want the atmosphere to become one the best places to work in the City in all industries. This atmosphere will also carry over to our customer experience and retention of our customer's. We want it to be an environment that does the recruiting of good people for you, friends telling friends that we are the best place to work. Our company is pushing a Family atmosphere message and this is a good way for us to continue and support that message inside the store from top to bottom. We want to change the commitment of the staff and lower the turnover. I want to stop the old school philosophy of managing sales teams and be better leaders. Be transparent with the sales staff of this vision and give more recognition on the good stuff that the staff does. Managers need to be given a structure and schedule of what we are trying to accomplish and show them examples of the growth that they are affecting.

## Describe your action plan in detail (be specific and include before and after **Measurements**)

We currently do sales meeting before every shift but they are not received in a productive way and sometimes the messages come across negative. We are going to change this moving forward and shorten the time of the meeting and give the meetings purpose and good content. We are going to cap the meetings at 15 minutes and make sure they are planned and interactive. Here are some of the addition things I'm going to do daily and monthly.

- Do one on ones at least once a month with everyone in the sales department and get to know them on a personal level as well as professional level.
- Do daily production sheets with each sales person and manager signs off at the end of every shift.
- Do monthly forecasting with each sales team member.
- Meet with all of my managers every Saturday 15 minutes before our day starts and coach and teach them the vision of this plan and ask for feedback from that week meetings.
- Constantly walk through the store talking with and saying hi to all staff members. Ask them what I can do to help them.
- Do meetings with my managers to coach and teach the vision we have with this 888 workforce concept.
- Coach daily on opportunities to be transparent and teach the vision of our culture and future that we are working towards.

## Timeline:

Describe specific short term and long term checkpoints to monitor progress

I will check in throughout the day every day of the month with the sales staff as I make my rounds through the store. Check in with the managers at our Saturday manager meeting on the progress of our vision and ask for examples of our progress with our staff. Also do one on ones with the sales people throughout the month and specifically talk about culture and happiness. Do monthly reviews and forecasting and track it on every employee to see if there vision and goals are changing with the culture. At the end of every year I want to do a yearly review and goal setting with all

**employees. I will also sit in occasionally in the sales meetings to check the progress of the concept change.**

## Meeting with Stakeholders (dealership personnel)

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

- a. **Who: All Variable Managers**
- b. **What: Change the vision of the managers to better understand the modern day sales staff. Coach and teach them how to communicate better with their employees instead of the old school process. If we don't accomplish this concept change we will constantly be dealing with turnover and could create a bad employee culture.**
- c. **By When: We have already started this process in October and in November. We have fine-tuned it to create more consistency. I want to have this vision become second nature by the first of the year.**
- d. **How: Continue to monitor and participate in the day to day activities and review the processes that we have changed to measure the engagement and attitudes of the staff. Train in the manager meetings and sit in on the daily sales meetings.**

## 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:

**Everyone is on board with the focus of changing the concept and vision. Corporate is also pushing the development of the management staff with leadership training classes for 12 months.**

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